

GLOSSARY OF TERMS AND ACRONYMS

Ctrl+Click on the letters below to take you to the relevant section. There are also hyperlinks to websites providing further information throughout this document.

A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z

A

AA

Academic Assistant – Masters qualification students who assist Bachelor students on-campus.

AAERI

[Association of Australian Education Representatives in India](#)

Academic Classification²

Categories used in higher education for certain types of the education institution’s staff. See the Department of Education, Skills and Employment for further information by clicking [here](#).

Academic Governance¹

A subset of the overall governance of a higher education provider. Academic governance deals with the framework that regulates providers’ academic decisions and quality assurance. Academic governance includes the policies, processes, definitions of roles, relationships, systems, strategies, and resources that ensure academic standards and continuous improvement in academic activities. It is concerned with the integrity and quality of the core higher education activities of teaching, research, and scholarship.

Academic Risk

A student potentially not successfully progressing through a course of study and therefore not graduating from the course.

Academic Standards¹

An agreed specification (such as a defined benchmark or indicator) that is used as a definition of a level of performance or achievement, rule, or guideline. Standards may apply to academic outcomes, such as student or graduate achievement of core discipline knowledge and core discipline skills (known as learning outcomes), or to academic processes such as student selection, teaching, research supervision, and assessment.

¹ Glossary of Terms, TEQSA <https://www.teqsa.gov.au/glossary-terms> accessed 5 Jul 2021

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.

Access and Equity

The 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. See also **Vocational Education and Training (VET)**.

Accreditation

The process of formal recognition of a course by the State or Territory course accrediting body in line with the Standards for State and Territory Registering Bodies or Standards for State and Territory Course Accrediting Bodies.

Accredited Course

A structured sequence of VET that has been accredited by a State's or Territory's course accrediting body and leads to an AQF qualification or statement of attainment. See also **AQF** and **Vocational Education and Training (VET)**.

ACPET

[Australian Council for Private Education and Training](#) (ACPET) is the peak body representing the private education and training sector in Australia.

ACFS

"The Australian Core Skills Framework (ACSF) is a tool which assists both specialist and non-specialist English language, literacy and numeracy practitioners describe an individual's performance in the five core skills of learning, reading, writing, oral communication and numeracy."

Extracted from the [DESE](#) website, 21 Feb 2022.

Advanced Standing

Advanced standing is a form of credit for any previous learning. See also **Articulation Arrangements, Credit Transfer, Recognition of Prior Learning (RPL)**.

Advertising

The placement of announcements and persuasive messages in time or space purchased in any of the mass media by business firms, non-profit organizations, government agencies, and individuals who seek to inform and/ or persuade members of a particular target market or audience about their products, services, organizations, or ideas.

AISC

The Australian Industry and Skills Committee (AISC) was established by the COAG Industry and Skills Council in May 2015 to give industry a formal, expanded role in policy direction and decision-making for the vocational education and training sector.

Appeal

When a student or staff member or stakeholder of the RTO or another interested party disputes a decision arising from a complaint, an assessment decision, or another decision made by the RTO. See also **Complaint, Assessment Decision / Judgement** and **Registered Training Organisation (RTO)**.

Appeals Process

A course of action taken by a client of an RTO or other interested party where a decision made by the RTO is disputed. This may be regarding an assessment decision or any other aspect of an RTO's operations. See also **Assessment Decision / Judgement** and **Registered Training Organisation (RTO)**.

Approved Course

A course that is listed on the [VET Student Loans \(Courses and Loan Caps\) Determination 2016](#) legislative instrument.

AQF

[Australian Qualifications Framework](#) is 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 higher education. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

AQF Certification Documentation

The set of official documents that confirms that an AQF qualification or statement of attainment has been completed and awarded to an individual. See also **AQF**.

AQF Qualification

An AQF qualification type endorsed in a training package or accredited in a VET accredited course. See also **AQF**.

Articulation Arrangements

Enables students to progress from a completed qualification to another with admission and/or credit in a defined qualification pathway. See also **Credit Transfer**.

ASQA

The [Australian Skills Quality Authority](#) (ASQA) is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Assessment

The process of collecting evidence and making judgements on whether competency has been achieved to confirm that a learner can perform to the standard required in the workplace, as specified in a training package or VET accredited course. See also ***Assessment Decision / Judgement*** and ***Vocational Education and Training (VET)***.

Assessment Context

The environment in which an assessment is carried out, including physical and operational factors, the assessment system within which the assessment is carried out, opportunities for gathering evidence in a number of situations, the purpose of the assessment, who carries out the assessment and the period of time during which it takes place.

Assessment Guidelines

An endorsed component of a training package which underpins assessment and sets out the industry approach to valid, reliable, flexible, and fair assessment, including the assessment system overview, assessor's requirements, designing assessment resources, conducting assessment, and sources of information on assessment. See also ***Training Package***.

Assessment Decision / Judgement

The assessor's evaluation of whether the evidence gathered is valid, sufficient, current, and authentic in order to make the assessment decision using professional judgement when evaluation the available evidence on:

- The quality of evidence gathered using the assessment methods / tools; and
- Whether, based on that evidence, competence has been achieved.

Assessment Method(s)

The techniques used to gather different types of evidence, including methods or techniques such as questioning, direct observation, structured activities, third-party feedback, evidence compiled by the learner, and review of products.

Assessment Plan

The overall planning document for the assessment process which comprises a range of information to guide assessors which may include purpose, context, personnel, competency standards / assessment benchmarks, assessment methods and tools, the evidence plan, organisational arrangements, as well as physical and material resources and equipment, and other relevant information.

Assessment Process

The agreed series of steps a learner takes within the enrolment, assessment, recording and reporting cycle which best suits the needs of all stakeholders and is both efficient and cost-effective.

Assessment Strategy

The approach to assessment and evidence gathering used by the assessor or RTO, it encompasses the assessment process, methods, and assessment tools. See also **Registered Training Organisation (RTO)**.

Assessment System

A coordinated set of documented policies and procedures (including assessment materials and tools) which ensure that assessments are consistent and based on the principles of assessment contained in Table 1.8–1 and the rules of evidence contained in Table 1.8–2 of the *Standards for Registered Training Organisations (RTOs) 2015*.

Assessment Tool

A mechanism which contains both the instrument(s) and the instructions for gathering and interpreting evidence:

- Instrument(s) can be the specific questions or activities developed from the selected assessment method(s) to be used for the assessment (a profile of acceptable performance and the decision-making rules for the assessor may also be included).
- Procedures can be the information/instructions given to the learner and/or assessor regarding conditions under which the assessment is to be conducted and recorded.

See also **Assessment**.

Assessor

A person who assesses a learner's competence in accordance with Clauses 1.13–1.16 of the *Standards for Registered Training Organisations (RTOs) 2015*.

At Risk Student

a student who has been identified as having the potential to not meet student progress requirements and may need support; or students who have not met milestones such as submission of assignments or failed a subject and may need support to progress successfully.

ATAR

The Australian Tertiary Admission Rank (ATAR) is a rank that allows the comparison of students who have completed different combinations of HSC (or equivalent) courses. It is used by institutions (except those in Queensland) to rank and select students for admission to tertiary courses. Other selection criteria maybe used together with the ATAR. See also **HSC**.

ATO

The Australian Taxation Office is the Australian Government's main tax collection agency and is responsible for managing HELP debt repayments.

Attrition¹

See **Student Attrition**.

Audit

An official inspection undertaken by the VET regulator. An RTO can conduct internal audits to assess its compliance with the Standards and its own policies and procedures as part of its continuous improvement process. See also **VET Regulator**.

Authenticated VET transcript

An individual's record of the nationally recognised training undertaken or completed after 1 January 2015, the *Student Identifiers Act 2014* defines the format and use of the transcript.

AVETMISS

Australian Vocational Education and Training Management Information Statistical Standard – a national data standard that ensures consistent and accurate capture and reporting of VET information about students. See also **Vocational Education and Training (VET)**.

Award

A recognised certification of achievement or competence, which may be granted to a student after completion of all the requirements of a higher education course or vocational education and training course. See also **AQF Certification Documentation, Higher Education Award, Qualification Testamur** and **Record of Results**.

B

Backlog

A failed subject/unit.

Benchmarking¹

A means by which an entity can:

- demonstrate accountability to stakeholders
- improve networking and collaborative relationships
- generate management information
- develop an increased understanding of practice, process, or performance
- garner insights into how improvements might be made.

For example, in the context of course accreditation, benchmarking involves comparing performance outcomes and/or processes of similar courses of study delivered by other providers. 'Internal benchmarking' against other relevant courses offered by the provider may also be undertaken.

BoE	A Board of Examiners determines examinations and assesses applications for certificates of competency after students have undertaken the examinations.
BoS	A Board of Studies is basically, part of an institute that approves new courses and reviews and updates the content of existing courses.
C	
CAC	A Course Advisory Committee provides advice to the educational institute on the development of new courses.
Campus¹	The physical location from where a course of study is being delivered. This location may or may not be owned by the higher education provider which enrolls the student. For eLearning (online) or other distance education courses this would be the location at where the electronic course material is maintained. See also eLearning .
CAN	Commonwealth Assistance Notice is a notice issued to the student by EIT after the census day which details the Commonwealth assistance (i.e. the loan) for the study period. Providers must issue a CAN to each of their Commonwealth assisted students within a certain timeframe. See also FEE-HELP and VET Student Loan .
CC	A Course Coordinator is responsible for leading, managing and coordinating the course study for which they are assigned to.
Census Date	A date by which enrolment may be cancelled without incurring tuition fees for the course or the part of the course.
CEP	Country Education Profiles is an online qualifications recognition tool designed to help organisations understand overseas higher education and postsecondary technical and vocational educational qualifications. It can be used by universities and other education providers, professional bodies, employers, international organisations, and governments to help understand the level of an overseas qualification.
Certification Documentation	See AQF Certification Documentation

CHESSN

Your unique identification number as a person studying in a Commonwealth supported place or accessing a HELP loan (including a VET Student Loan). The CHESSN will be gradually decommissioned from 2021 and replaced by the Unique Student Identifier (USI). See also ***FEE-HELP*** and ***USI***.

Client

In the *Standards for Registered Training Organisations (RTOs) 2015*, the client is defined as the learner, enterprise, or organisation using or purchasing the services provided by the RTO. See also ***Registered Training Organisation (RTO)***.

Clustering

In VET, this is the process of grouping competencies into combinations which have meaning, and purpose related to work functions and needs in an industry or enterprise. See also ***Vocational Education and Training (VET)***.

Code

The unique identifier for units of competency, skill sets, VET accredited courses, modules, AQF qualifications or training packages as required by the *Standards for Training Packages* and *Standards for VET Accredited Courses*. See also ***AQF***.

CoE

The Confirmation of Enrolment is an official document issued to international students by CRICOS providers in Australia. The CoE is required by the Department of Home Affairs for the purpose of applying for a student visa. See also ***CRICOS*** and ***Department of Home Affairs***.

Commencing Student²

In ***Higher Education*** a student is classified as a commencing student in relation to a particular course of study. A student is a commencing student for a year if she/he started studying in a course of study for the first time at the higher education provider or an antecedent higher education provider in that year. An antecedent higher education provider means a higher education provider which has merged with the higher education provider at which the student's enrolment continues.

In ***VET*** a student who is classified as a commencing student in relation to a particular course of study. A student is a commencing student if she/he has enrolled in the course for the first time at the VSL provider or antecedent VSL provider between 1 January of the Reporting Year and 31 December of the Reporting Year. An antecedent VSL provider means a VSL provider which has merged with the VSL provider at which the student's enrolment continues.

See the Department of Education, Skills and Employment [Glossary](#) for further information.

Commonwealth Support Place²

A place at an approved higher education provider that is subsidised by the Australian Government so that students only have to pay 'student contribution' amounts for their units of study.

Commonwealth Supported Student²

A student who is enrolled in a Commonwealth supported place at an approved higher education provider.

Complaint

Any expression of dissatisfaction with an action or service of the RTO and can arise from matters of concern relating to training delivery and assessment, quality of training, student support, materials, discrimination, or harassment. See also ***Registered Training Organisation (RTO)***.

Competency

The consistent application of knowledge and skill to the standard of performance required in the workplace, it embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Competency-based Assessment

The process of collecting evidence and making a judgement about whether competency has been achieved. See also ***Assessment Decision / Judgement***.

² Glossary of Terms, Department of Education, Skills and Employment, <https://heimshelp.dese.gov.au/resources/glossary>, accessed 5 Jul 2021

COPHE

Council of Private Higher Education – a peak body representing Australian independent higher education providers.

Collaborative Assessment Arrangements

Agreements between an RTO and other organisations (including other RTOs) which enable the partners to share (for mutual benefit) their resources, time, costs, responsibility, and expertise in the provision of training and/or assessment services. See also **Registered Training Organisation (RTO)**.

Contextualisation

The addition of industry-specific information to a unit of competency to reflect the immediate operating context, thus increasing its relevance, must be guided by the Standards for Training Packages and the relevant training package contextualisation guidelines. See also **Training Package** and **Unit of Competency**

Course Completion²

The successful completion of all the academic requirements of a course of study. This includes any required attendance, assignments, examinations, assessments, dissertations, practical experience and work experience in industry. Where a combined course automatically leads to two separate awards, a course completion will only occur when the requirements of both awards have been satisfied.

Credit

Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing. See also **Credit Transfer, Articulation Arrangements, Advanced Standing** and **Recognition of Prior Learning (RPL)**.

Credit Arrangements

Credit arrangements are formal negotiated arrangements within and between issuing organisations or accrediting authorities and are about student entitlement to credit. They may also be formal arrangements made between issuing organisations and students.

Credit Transfer

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications. See also **Credit**.

CRICOS

Commonwealth Register of Institutions and Courses for Overseas Students – the official Australian Government website that lists all Australian education providers that offer courses to people studying in Australia on student visas and the courses offered.

CRM

Customer Relationship Management (EIT use SUGARCRM)

Current Industry Skills

The knowledge, skills and experience required by VET trainers/assessors and those who provide training and assessment under supervision to ensure that their training and assessment are based on current industry practices and meet the needs of industry.

Current industry skills may be informed by consultations with industry and may include, but are not limited to:

- a having knowledge of, and/or experience in, the latest techniques and processes
- b possessing a high level of product knowledge
- c understanding and knowledge of legislation relevant to the industry and to employment and workplaces
- d being customer/client-oriented
- e possessing formal industry and training qualifications, and
- f training content that reflects current industry practice.

See also ***Vocational Education and Training (VET)***.

CV

Curriculum vitae is a short-written summary of a person's career, qualifications, and education.

D

Data Provision Requirements

The requirements for data provision as agreed by the Australian Industry and Skills Council and implemented by the VET regulator as required by its governing legislation. See also ***VET Regulator***.

Delivery and Assessment Strategies

A framework which guides the learning requirements and the teaching, training, and assessment arrangements of a VET qualification; the document which outlines the macro-level requirements of the learning and assessment process usually at the qualification level. See also ***Vocational Education and Training (VET)***.

DESE

Department of Education, Skills and Employment.

Dimensions of Competency

These include all aspects of work performance and not only narrow task skills. The four dimensions of competency are:

- task skills
- task management skills
- contingency management skills, and
- job/role environment skills.

DoHA

The Department is responsible for immigration and customs border policy, as well as:

- National security and law enforcement policy
- Emergency management, including crisis management and disaster recovery
- Counter terrorism policy and coordination
- Cyber security policy and coordination
- Countering foreign interference
- Critical infrastructure protection
- Multicultural affairs
- Countering violent extremism programs
- Transport Security.

E

ECAF

An eCAF is the Electronic Commonwealth Assistance Form in the Government's online system for students to request a HELP or VET Student Loan. It provides students with a secure and easily accessible way to complete application forms for these loan programs.

Educational and Support Services

These may include, but are not limited to:

- a pre-enrolment materials
- b study support and study skills programs
- c language, literacy and numeracy programs or referrals to these programs
- d equipment, resources and/or programs to increase access for learners with disability and other learners in accordance with access and equity
- e learning resource centres
- f mediation services or referrals to these services
- g flexible scheduling, and delivery of training and assessment
- h counselling services or referrals to these services
- i information and communications technology support
- j learning materials in alternative formats, for example, in large print
- k learning and assessment programs contextualised to the workplace, and
- l any other services that the RTO considers necessary to support learners to achieve competency.

EFTSL

Equivalent Full-Time Student Load – It is a measure of the study load, for a year, of a student undertaking a course of study on a full-time basis, where the student undertakes a standard program of studies.

eLearning¹

Use of any digital technology or resources to deliver and support specific teaching and learning aims/outcomes. Also referred to as 'online learning' or 'technology enhanced learning'. Also, see TEQSA's [Guidance Note: Technology Enhanced Learning](#).

Element

The basic building block of a unit of competency, it explains the tasks that make up the broader function or job as described by the unit and specifies the critical outcomes to be achieved in demonstrating competence. See also ***Unit of Competency***.

ELICOS

English Language Intensive Courses for Overseas Students refers to the kind of courses of full-time study of English that can be accredited by the Australian federal government for study on a Student Visa.

English Language Proficiency¹

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.

EP

East Perth

ESOS Act

[Education Services for Overseas Students Act 2000](#) sets out the legal framework governing delivery of education to international students in Australia on a student visa. The Australian Government, through the Department of Education and Training, administers the ESOS Act and its associated instruments.

The ESOS Act governs:

- the registration process and obligations of registered international education providers
- the [Tuition Protection Service](#), enforcement and compliance arrangements.

Ethical

Being in accordance with the accepted principles of right and wrong that govern the conduct of a profession.

Evidence and 'Quality' Evidence

Information gathered which, when matched against the performance criteria, provides proof of competence. It can take many forms and be gathered from a number of sources. It is often categorised by assessors in different ways, for example:

- direct, indirect, and supplementary sources of evidence
- evidence collected by the learner or evidence collected by the assessor, and
- historical and recent evidence collected by the learner, and current evidence collected by the assessor.

'Quality' evidence is valid, sufficient, current, and authentic, and enables the assessor to make the assessment judgement.

Evidence-Gathering Tool

See **Assessment Tool**.

Evidence Guide

Part of a unit of competency, its purpose is to guide assessment of the unit in the workplace and/or training environment. It specifies the context of assessment, the critical aspects of evidence, and the required or underpinning knowledge and skills. It relates directly to the performance criteria and the range of variables defined in the unit. See also **Unit of Competency**.

Evidence plan

This forms part of the documented assessment plan and details the evidence requirements of the assessment information regarding who will collect the evidence and the time period involved. See also **Assessment Plan**.

Executive Officer

This can be:

- a any person, who is concerned with, or takes part in, the management of the RTO; or
- b an administrator, receiver and manager, or liquidator of the organisation (other than a receiver and manager or liquidator appointed by a court), or
- c if the RTO is a body corporate:
 - a person who, at any time during a period for which the organisation is registered, owns 15% or more of the organisation, or
 - a person who, at any time during a period for which the organisation is registered, is entitled to receive 15% or more of dividends paid by the organisation, or
 - the administrator of a deed of company arrangement executed by an organisation, or
 - a trustee or other person administering a compromise or arrangement made between the organisation and another person or other persons.

F

FEE-HELP

FEE HELP is the Australian Government loan program to help eligible fee-paying students pay their tuition fees.

Fee Notice

A VET Student Loans Fee Notice is issued to all students enrolled on an approved course whether they take out a VET Student Loan or not. This requirement does not apply for those students who clearly do not satisfy the citizenship and residency requirements, such as international students. The This requirement does not apply for those students who clearly do not satisfy the citizenship and residency requirements, such as international students is issued 14 days prior to the commencement of the census date of each Fee Period. More than one Fee Period may be included in the This requirement does not apply for those students who clearly do not satisfy the citizenship and residency requirements, such as international students.

Fee Paying Student²

A domestic student who is not Commonwealth supported for a unit of study. Fee-paying students pay tuition fees.

Field of Education / Study¹

The classification system (split in to three levels) used by higher education providers to classify courses of study, specialisations and units of study. Field of education groupings of courses and specialisations are on the basis of similarity of potential professions, rather than similarity of content, while units of study are coded on the basis of a likeness in terms of their subject matter.

Financial Viability¹

Financial resources and financial management capacity to sustain higher education provision consistent with the requirements of the Provider Registration Standards outlined in the *Higher Education Standards Framework (Threshold Standards) 2021*.

Flexible Learning and Assessment

An approach to VET that allows a range of learning and assessment strategies to be adopted in a variety of learning environments to cater for differences in individual learning interests, needs, styles and opportunities; also includes online strategies.

FTE

Full-Time Equivalent.

G

Governing Body¹

The body with ultimate decision-making authority over the higher education provider and its operations.

Genuine Student

A student who is enrolled on an approved course and holds a VET Student Loan who demonstrates advancement of their study by completing regular progression surveys issued via the eCAF system.

Government Entity

This can be:

- a a department of State of the Commonwealth, or
- b a department of the Parliament established under the *Parliamentary Service Act 1999* of the Commonwealth, or
- c an executive agency, or statutory agency, within the meaning of the *Public Service Act 1999* of the Commonwealth, or
- d a department of State or Territory, or
- e an organisation that:
 - is not an entity, and
 - is either established by the Commonwealth, a State, or a Territory (whether under a law or not) to carry on an enterprise, or established for a public purpose by an Australian law, and
 - can be separately identified by reference to the nature of the activities carried on through the organisation or the location of the organisation, whether the organisation is part of a department or branch described in paragraph (a), (b), (c) or (d) or of another organisation of the kind described in this paragraph.

Grade Distributions¹

Set by each higher education provider, they involve analysing the aggregation of final grades using data by subject, course of study, student cohort or other grouping. Grade distributions may be determined using norm-referencing methods, criterion-referencing methods, or a combination of both. Criterion-referencing requires a focus on identified learning outcomes and provides transparency for students.

Graduate

A graduate is a person who has been awarded a qualification by an authorised issuing organisation.

Graduate Attributes¹

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.

Graduation Statement¹

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.

GS

Genuine Student – For the purpose of immigration and student visa applications, the status of being a genuine student is a vital means for ensuring the ongoing integrity of the Student Visa process. This is an important initiative by the Australian Government as it is vital that we are able to populate colleges with people who are motivated to learn.

GTE

Genuine Temporary Entrant - Applicants for Student visas must show they are coming to Australia temporarily to study. The Genuine Temporary Entrant (GTE) requirement is not intended to exclude students who, after studying in Australia, develop skills Australia needs and who then go on to apply for permanent residence.

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-temporary-entrant>

H

HE

Higher education.

HEIMS

Higher Education Information Management System – an electronic information system that will provide students and higher education providers with a range of relevant information, such as the availability and usage of Commonwealth assistance by students and information on program management reporting.

HELP IT System

HITS is an IT system developed by the Department of Education, Skills and Employment (DESE) to enable higher education (or HELP) and VET Student Loan providers submit documents for compliance requirements.

HEP

See **Higher Education Provider (Provider/HEP)**.

HEPCAT

The Higher Education Client Assistance Tool (HEPCAT) enables Higher Education providers and VET providers to prepare, validate and transfer data required under the *Higher Education Support Act 2003* (HESA) to the department.

HESA Act

See *Higher Education Support Act 2003 (HESA Act)*.

High Managerial Agent

An employee or agent of an organisation with duties of such responsibility that their conduct may fairly be assumed to represent the organisation in relation to the business of providing courses.

Higher Education Award¹

- a diploma, advanced diploma, associate degree, bachelor degree, graduate certificate graduate diploma, masters degree or doctoral degree
- a qualification covered by level 5, 6, 7, 8, 9 or 10 of the Australian Qualifications Framework
- an award of a similar kind, or represented as being of a similar kind, to any of the above awards
- other than an award offered or conferred for the completion of a vocational education and training course.

Higher Education Provider (Provider/HEP)¹

Defined in the TEQSA Act as:

1. a constitutional corporation that offers or confers a regulated higher education award
2. a corporation that:
 1. offers or confers a regulated higher education award
 2. is established by or under a law of the Commonwealth or a Territory
3. a person who offers or confers a regulated higher education award for the completion of a course of study provided wholly or partly in a Territory.

Higher Education Services¹

Includes functions such as:

- delivery of teaching and learning services (including student assessment)
- student learning support (such as access to library materials, academic learning support, and English language support)
- personal student support services (such as career services, advocacy, counselling, accommodation services, health and welfare services)
- marketing, advertising and promotion of course(s) of study
- student recruitment
- maintenance of and/or access to electronic resources and/or websites to support higher education operations
- maintaining student records and data
- student admission services
- provision of teaching and learning or research facilities
- student complaint management; and research supervision.

Higher Education Standards Panel (HESP)¹

A legislative advisory body, established under the [Tertiary Education Quality and Standards Agency Act 2011](#) (TEQSA Act), with responsibility related to the standards for delivery of higher education in Australia.

***Higher Education Support Act
2003 (HESA Act)¹***

The HESA Act provides for the Commonwealth to give financial support for higher education and certain vocational education and training through:

- a. grants and other payments made largely to higher education providers
- b. financial assistance to students (usually in the form of loans).

***Higher Education Standards
Framework (Threshold Standards)
2021 (HES Framework)¹***

Set by the Minister for Education and Training on the advice of a panel with expertise in the delivery of higher education, the HES Framework is the minimum level of achievement that a provider must meet and maintain to registered to deliver higher education courses of study.

For more information, see the [TEQSA Higher Education Standards Page](#).

HITS

HELP Information Technology System - The Department of Education uses HITS to manage information about approved providers, including payment information and on-going compliance requirements.

Holistic / Integrated Assessment

An approach to assessment that covers the clustering of many units/elements from relevant competency standards, it focuses on the assessment of a 'whole-of-job' role or function that draws on a number of units/elements of competency; also integrates the assessment of the application of knowledge, technical skills, problem-solving, and demonstration of attitudes and ethics.

HSC

This stands for the Higher School Certificate and is the culmination of your school career and the highest educational award you can achieve at secondary school. It is awarded on completion of years 11 and 12.

I

IELTS

The International English Language Testing System (IELTS) is designed to help you work, study or migrate to a country where English is the native language.

Independent Validation

Validation is carried out by a validator or validators who are not employed or subcontracted by the RTO to provide training and assessment and have no other involvement or interest in the operations of the RTO. See also ***Registered Training Organisation (RTO)*** and ***Validation***.

Industry

The bodies which have a stake in the services provided by RTOs. These can include, but are not limited to:

- a enterprise/industry clients, for example, employers; group training organisations
- b industry organisations
- c industry regulators
- d Industry Reference committees and Skills Service organisations
- e industry training advisory bodies, and
- f unions.

Industry Engagement

May include, but is not limited to, strategies such as:

- a partnering with local employers, regional/national businesses, relevant industry bodies and/or enterprise RTOs
- b involving employer nominees in industry advisory committees and/or reference groups
- c embedding staff within enterprises
- d networking in an ongoing way with industry networks, peak bodies and/or employers
- e developing networks of relevant employers and industry representatives to participate in assessment validation, and
- f exchanging knowledge, staff, and/or resources with employers, networks, and industry bodies.

Industry Regulator

A body or organisation responsible for the regulation and/or licensing arrangements within a specific industry or occupation.

Industry and Skills Council

The Commonwealth, State and Territory ministerial council established by the Council of Australian Governments or its successor.

L

Learning Outcomes

The expression of the set of knowledge, skills and the application of the knowledge and skills a person has acquired and is able to demonstrate as a result of learning.

Learning Support Officer (LSO)

Administrative coordinator assigned to a course(s). Also referred to in the National Code as 'Student Contact Officer' and other EIT policies as Course Coordinator or eLearning Coordinator

Licensed or Regulated Outcome

Compliance with an eligibility requirement for an occupational licence or a legislative requirement to hold a particular training product in order to carry out an activity.

LLN

Language, literacy (reading and writing) and numeracy skills (often just called LLN) must be at a suitable level in order to study in higher education. It is important to be able to read, write and understand English to communicate well enough to complete your study.

LMS

Learning Management System (EIT use Moodle).

LOA

Letter of Acceptance

LOD

Letter of Decline

LOO

Letter of Offer

LSO

Learning Support Officer.

M

MARA

Migration Agents Registration Authority

Marketing

Marketing is the activity, set of institutions, and processes for creating, communicating, delivering, and exchanging offerings that have value for customers, clients, partners, and society at large.

Mode of Delivery / Study¹

The range of options for study available to students. Examples include:

- attendance face-to-face in a classroom
- supervised study on a higher education provider's campus
- eLearning (online learning)
- distance or independent learning
- work-integrated learning
- fast track
- intensive delivery
- block release
- and mixed (or blended) delivery.

Module The method adopted to deliver training and assessment which includes online, distance or blended methods.

Monitoring See 'Audit'

Moodle Moodle is an Open-Source Course Management System (CMS), also known as a Learning Management System (LMS) or a Virtual Learning Environment (VLE).

N

National Code 2018 Provides nationally consistent standards for the conduct of registered providers and the registration of their courses. These standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations.

For more information see TESQSA's [National Code page](#).

National Register The register maintained by the Commonwealth Department responsible for VET and referred to in section 216 of the *National Vocational Education and Training Regulator Act 2011*

Nationally Recognised Training (NRT) The Nationally Recognised Training (NRT) logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment.

National VET Regulator (NVR) See **ASQA**.

Natural Justice Ensuring procedural fairness which involves:

- Decisions and processes free from bias
- All parties having the right to be heard
- All parties having a right to know how and of what, they are involved / accused
- Investigating a matter appropriately before a decision is made
- All parties being told the decision and the reasons for the decision.

NCVER National Centre of Vocational Education Research is the national professional body responsible for collecting, managing, analysing and communicating research and statistics on the Australian vocational education and training (VET) sector.

Nested Courses

Course of study leading to higher education awards that include articulation arrangements from a lower-level higher education award into a higher-level higher education award. Nested courses also enable multiple entry and exit points.

NRT

See ***Nationally Recognised Training***.

NVR

See ***National VET Regulator***.

NUHEP (or NUHEI)

Non-University Higher Education Provider or Non-University Higher Education Institutions.

O

OC

On Campus.

OCL

On-Campus Lecturer – This is an on-campus, multi-disciplinary engineering lecturer who is physically present in all classes of the course they are assigned to and during all scheduled course contact hours to facilitate all on-campus content for that course.

Operations of an RTO

Training, assessment, administration, and support services related to its registration, including those delivered across jurisdictions and offshore.

P

Pathways

Pathways allow students to move through qualification levels with full or partial recognition for the qualifications and/or learning outcomes they already have. See also ***Credit, Credit Transfer, Recognition of Prior Learning*** and ***Articulation***.

Partnerships

The written agreements undertaken between an RTO and other organisations (including other RTOs) which can take a number of forms, including:

- memorandum of understanding
- memorandum of agreement
- service agreement, and
- letter of agreement.

These arrangements enable the partners to share (for mutual benefit) their resources, effort, time, cost, responsibility, and expertise. All partners must comply with the requirements of the *Standards for Registered Organisations (RTOs) 2015*.

Performance Criteria

Part of the format of a competency standard which comprises evaluative statements that specify the level of performance required to demonstrate achievement of the element.

Person

A body politic or corporate as well as an individual.

PIR

Provider Information Request – This is a mandatory annual data collection process administered by the Department of Education and Training on behalf of TEQSA, that ensures TEQSA have key information regarding all higher education providers. Access to this data helps inform TEQSA’s risk-based approach to regulation of the sector.

PRISMS

Provider Registration and International Student Management System – As a CRICOS provider EIT must submit certain information about overseas students to the Australian Government. This information must be submitted electronically through 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 course enrolment.

Professional Development

An activity that develops and/or maintains an individual’s skills, knowledge, expertise, and other characteristics as a trainer/assessor. This includes both formal and informal activities that encompass vocational competencies, currency of industry skills and knowledge, and practice of vocational training, learning and assessment, including competency-based training and assessment. Examples of professional development activities include:

- a participation in courses, workshops, seminars, conferences, or formal learning programs
- b participation in mentoring, professional associations, or other learning networks
- c personal development through individual research or reading of publications or other relevant information
- d participation in comparing or validation activities, and
- e participation in industry release schemes.

Professional Judgement

A critical element in the assessment process involving expert knowledge of the field, a deep understanding of underlying principles, accumulated experience in VET assessment practices, including knowledge of recent advances in assessment methods, and mastery of the best available techniques and tools; also includes participation in professional dialogue, critical self-reflection and the capacity to constructively critique one's own and peers' assessment practices.

Progression Form

A form in the eCAF system (see **eCAF**) that a VET Student Loan holder must complete within 14 days of receiving, to demonstrate they are a genuine student.

PTE

Pearson Test of English Academic is an English language test designed to assess the readiness of non-native English speakers to participate in a university-level English language instruction program. It is a computer-based exam which focuses on real-life English used in academic surroundings.

Public Liability

A situation in which a member of the public is hurt or damage is caused to their property by a company's actions or products.

Q

Qualification

See ***AQF Qualification***.

Qualification Testamur

Formal certification in the VET sector by an RTO that an individual has satisfied all requirements of the units of competency or modules that comprise an AQF qualification as specified by:

- a nationally endorsed training package, or
- an accredited course that provides training for that qualification

R

Range Statement

Part of a competency standard that sets out a range of contexts in which performance can take place which helps the assessor to identify the specific industry or enterprise application of the unit.

Reasonable Adjustment

Altering the assessment process to meet the needs and characteristics of the learners being assessed, taking into account any equity requirements. Determination of 'reasonableness' requires judgement that must take into account the impact on the organisation and the need to maintain the integrity of the unit of competency.

Recognition

The term that covers recognition of prior learning (RPL) and recognition of current competency (RCC) which refer to acknowledgement of competencies held currently, regardless of how, when or where the learning occurred.

Competencies may be attained in a number of ways, including through any combination of formal or informal training and education, work experience or general life experience.

In order to grant RPL/RCC, the assessor must be confident that the learner is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in AQF accredited courses.

Recognition of Current Competency (RCC)

This applies if a client has previously successfully completed the requirements for a unit of competency or module and is now required, for example, by a licensing authority, to be reassessed to ensure that the competence is being maintained. In this case, no extra skill or competencies are nationally recognised

Recognition of Prior Learning (RPL)

An assessment process that assesses the competencies of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited course.

Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment, for example, a certificate, diploma, or university degree.

Non-formal learning refers to learning that takes place through a structured program of instruction but does not lead to the attainment of an AQF qualification or statement of attainment, for example, in-house professional development programs conducted by a business.

Informal learning refers to learning that results through experience of work-related, social, family, hobby, or leisure activities, for example, the acquisition of interpersonal skills developed through several years as a sales representative.

Record of Results

A record of results is a record of all learning in relation to a qualification in which a student is/was enrolled and is issued by an authorised issuing organisation. This may also be called a 'transcript of results', 'academic transcript', 'record of achievement' or 'statement of results'.

Record

A written, printed, or electronic document providing evidence that activities have been performed or evidence of a business transaction.

Records of Assessment

The information of assessment outcomes that is retained by the organisation responsible for issuing the nationally recognised qualification or statement of attainment.

Registered Training Organisation (RTO)

A training organisation registered in accordance with the regulatory body to deliver nationally recognised training.

Registrar

The Student Identifiers Registrar – the statutory office established by the *Student Identifiers Act 2014*; it is responsible for administering the Unique Student Identifier (USI) scheme nationally.

Registration

The registration as an RTO by the VET regulator, where that registration is then entered on the National Register.

Reporting Assessment Outcomes

The different ways in which the outcomes of assessment processes are reported to the person being assessed, employers and other appropriate personnel or stakeholders. Assessment outcomes may be reported in a variety of ways, including through graded, non-graded, statistical, or descriptive reporting systems.

Retention Rate²

This is a measure of the proportion of students who continue their studies after their first year.

Risk Assessment Framework¹

Previously called the *Regulatory Risk Framework*, it describes our regulatory risk management policy and processes. It enables us to give effect to the principle of reflecting risk in our regulatory activities, as required under the *Tertiary Education Quality and Standards Agency Act 2011*.

For more information visit TEQSA's [Risk Assessment Framework page](#).

RPL

See **Recognition of Prior Learning (RPL)**.

RTO

See **Registered Training Organisation (RTO)**.

RTO Code

The registration identifier given to the RTO on the National Register.

S

S1 / S2

Semester 1 / Semester 2

Scope of Registration

The training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- a provide both training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO, or
- b provide assessment resulting in the issuance of AQF certification documentation by the RTO.

SEL

Supplementary Expert Lecturer – is a subject matter expert lecturer who delivers specialised content to EIT's online and on-campus students.

Self-Evaluation

A process that allows learners being assessed to collect and provide evidence on their own performances against the competency standards. It is often used as a pre-assessment tool to help learners and assessors determine what evidence is available and where the gaps may be.

Services

The training, assessment, educational and support services and/or any activities related to the recruitment of prospective learners. It does not include services such as learner counselling, mediation, or ICT support

Simulation

A form of evidence gathering that involves the learner completing or dealing with a task, activity, or problem in an off the job situation that replicates the workplace context.

Simulations vary from recreating realistic workplace situations, such as using flight simulators, through the creation of role-plays based on workplace scenarios to the reconstruction of a business situation on a spreadsheet.

In developing simulations, the emphasis is not so much on reproducing the external circumstance but on creating situations in which learners are able to demonstrate:

- technical skills
- underpinning knowledge
- generic skills such as decision-making and problem-solving, and
- workplace practices such as effective communication

Skill Set

A single unit of competency or a combination of units of competency from a training package which link to a licensing or regulatory requirement or a defined industry need.

SMS

Student Management System (EIT use TRUSSRTO) is designed to help Registered Training Organisations (RTOs) manage their student records in an easy and effective manner.

SOA

See ***Statement of Attainment***

SOP

Statement of Purpose – a written statement that CRICOS students must provide giving reasons for wanting to study in Australia and with EIT. We use this as a way of assessing GTE and GS criteria.

Stakeholder

A person with an interest or concern in something, especially a business. Stakeholders can be internal or external to a business.

Statement of Attainment

A statement issued to a person confirming that the person has satisfied the requirements of the unit(s) of competency or accredited short course specified in the statement.

Statement of Covered Fees

A VET Student Loans Statement of Covered Fees is issued to all students enrolled on an approved course whether they take out a VET Student Loan or not. This provides details of all the tuition fees.

Statistically Valid

For the purposes of the Standards, a random sample of appropriate size is selected to enable confidence that the result is sufficiently accurate to be accepted as representative of the total population of assessments being validated

Student

A person being training and / or assessed by the RTO for the purpose of issuing AQF certification documentation. See also **Commencing Student**.

Student Attrition Rates

The proportion of students commencing a course of study in a given year who neither complete nor return in the following year. It does not identify those students who defer their study or transfer to another institution. The 'drop out' rate from providers represents one dimension of the effectiveness of the delivery of educational services.

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 Identifier

An identifier assigned to an individual by the registrar under section 10 or 12 of the *Student Identifiers Act 2014*. It is a reference number made up of numbers and letters creating a secure online record of an individual's nationally recognised training which can be accessed anytime, anywhere and is the individuals for life.

Also known as an **USI**.

Student Management System

See **SMS**.

Subject

A separate unit of study and a combination of subjects make up a course of study.

Support Services

Services offered to students concerning academic or pastoral care issues

SUGARCRM

EIT's Customer Relationship Management software – technology that manages relationships and interactions with customers and potential customers.

T

T1 / T2 / T3 / T4

Term 1 / Term 2 / Term 3 / Term 4.

TAC

See ***Training Accreditation Council (TAC)***.

TAS

See ***Training and Assessment Strategies and Practices***.

TEQSA

Tertiary Education Quality and Standards Agency is Australia's independent national quality assurance and regulatory agency for higher education.

Testamur

A testamur is an official certification document that confirms that a qualification has been awarded to an individual. In Australia this may be called an 'award', 'parchment', 'laureate' or 'certificate'.

TCSI

"The Tertiary Collection of Student Information or TCSI (pronounced 'taxi') is a joint project between the Department of Education, Skills and Employment (department) and Services Australia to transform how student information is collected."

Extracted from the [TCSI](#) website, 21 Feb 2022.

TFN

A tax file number (TFN) is your personal reference number with the Australian Taxation Office related to their tax and superannuation systems.

TGA

See ***training.gov.au***

Third Party, Agent or Partner Arrangements

Where a higher education provider has, or intends to have, aspect of its course(s) of study carried out by a partner, agent or third-party arrangement. These arrangements may include:

- partnerships with other institutions, higher education providers, or entities
- the formation of joint ventures or special purpose companies
- sub-contracting of services
- franchising arrangements.

For more information, view TEQSA's [Third Party Arrangements Guidance Notes](#) page.

TOEFL

Test of English as a Foreign Language

TPS

Tuition Protection Service is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. 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.

Trainers

People who provide training in accordance with Clauses 1.13, 1.14 and 1.16 of the *Standards for Registered Training Organisations (RTOs) 2015*.

Training

The process used by an RTO or a third-party delivering services on its behalf to facilitate learning and the acquisition of competencies in relation to the training product on the RTO's scope of registration.

Training Accreditation Council (TAC)

Training Accreditation Council is Western Australia's Vocational Education and Training (VET) Regulator responsible for the quality assurance and recognition of VET services in WA. The Council is established under the *Vocational Education and Training Act 1996*.

Training and Assessment Credentials

These are the qualifications, skill sets and units of competency, or relevant combination of those qualifications, skill sets and units of competency, required by a trainer and / or assessor as per the *Standards for Registered Training Organisations (RTOs) 2015*.

Training and Assessment Strategies and Practices

The approach and method adopted by an RTO with respect to training and assessment designed to enable learners to meet the requirements of the training package or accredited course.

Training Council

A State or Territory body comprising representation from the industry parties responsible for providing advice to governments on industry training needs.

training.gov.au

The national register for recording information about RTOs, training packages and accredited courses. Information is searchable and publicly accessible on the internet. It contains comprehensive information on endorsed training packages which have been approved by Ministers and includes full details of competency standards, a listing of support materials with contact sources, details of AQF accredited course / qualifications, and contact details, and scope of registration of all RTOs.

Training Package

The components of a training package endorsed by the Industry Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a training package are:

- units of competency
- assessment requirements (associated with each unit of competency)
- qualifications, and
- credit arrangements.

The endorsed components form part of the requirements that an RTO must meet under these Standards. A training package also consists of a non-endorsed, quality assured companion volume(s) which contains industry advice to RTOs on different aspects of implementation

Training Product

AQF qualification, skill set, unit of competency, accredited short course, and module

Transcript

See ***Record of Results***

Transition Period

Where a training product has been superseded, removed or deleted from the National Register, the allowable timeframe within which the learner's training, assessment, and AQF certification documentation issuance must be completed or, in the case of a superseded training product, within which the learner is transitioned into the replacement training product.

TRUSSRTO

EIT's Student Management System (SMS)

U

UC

Unit Coordinator – coordinates delivery of the particular unit they are involved with for all sites and modalities for which the unit is being delivered.

UL

Unit Lecturer (also known as Supplementary Expert Lecturer) see **SEL**.

USI

See **Student Identifier**.

Unit of Competency

The specification of the standards of performance required in the workplace as defined in a training package.

V

Validation

The quality review of the assessment process. Validation involves checking that the assessment tool(s) produce(s) valid, reliable, sufficient, current, and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the training package or VET accredited courses are met. It includes reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes and acting upon such recommendations.

VET

See **Vocational Education and Training (VET)**

VET Accredited Course

See **Accredited Course**.

VET Student Loan

“The VET Student Loans (VSL) program assists eligible students pay tuition fees for approved higher-level (diploma and above) vocational education and training (VET) courses, when studying at VET Student Loans approved course providers. The program is designed to provide financial support to students undertaking higher level training in courses that address workplace and industry needs, creating better opportunities for employment.”

An extract from the [Department of Skills, Education and Employment](#) website on 17 February 2022.

VET Qualification

See **AQF Qualification**.

VET Quality Framework

This framework comprises:

- a the Standards for Registered Training Organisations
- b the Australian Qualifications Framework
- c the Fit and Proper Person Requirements
- d the Financial Viability Risk Assessment Requirements, and
- e the Data Provision Requirements.

The VET regulator means:

- a the National VET regulator, and
- b a body of a non-referring State that is responsible for the kinds of matters dealt with under the VET legislation for that State.

VET Regulator

See ***ASQA*** and ***Training Accreditation Council (TAC)***

Vocational Education and Training (VET)

Enables students to gain qualifications for all types of employment, and specific skills to help them in the workplace.

The providers of VET include technical and further education (TAFE) institutes, adult and community education providers and agricultural colleges, as well as private providers, community organisations, industry skill centres, and commercial and enterprise training providers. In addition, some universities and schools provide VET.

Vocational education and training is provided through a network of eight state and territory governments and the Australian Government, along with industry, public and private training providers that work together to provide nationally consistent training across Australia.

W

WIL

Work Integrated Learning.

Worker's Compensation

Money or insurance that a company provides to help workers who are injured while at work.

WP

West Perth.