



## Glossary

Term	Definition
Appeal	A submission to dispute a decision made by ALG including decisions against complaints.
Appellant	A person submitting an appeal.
Applicant	An individual who has submitted an application, or expressed an interest to study with ALG but has not yet been successfully enrolled.
AQF certification documentation	The set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.
AQF qualification	An AQF qualification type endorsed in a training package or accredited in a VET accredited course.
Assessment	The process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.
Assessment system	A coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.
Assessment tools	The various templates, checklists and assessment records that ALG uses in the delivery of its training and assessment services. Assessment tools specifically refers to the retention of the versions of assessment tools used as opposed to retention of completed student assessment items.
Assessors	Persons who assess a learner's competence in accordance with Clauses 1.13 to 1.16.
Australian Core Skills Framework (ACSF)	A tool that helps both specialist and non-specialist English language, literacy and numeracy practitioners to describe an individual's performance in the five core skills of learning, reading, writing, oral communication and numeracy.



Australian Qualifications Framework (AQF)	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.
Australian Skills Quality Authority (ASQA)	The national regulator for Australia's vocational education and training sector.
Certified copy	An identical photocopy of a primary document that contains an endorsement that it is a true copy of the primary document.
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.
Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)	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 currently accessible via <a href="https://cricos.education.gov.au/">https://cricos.education.gov.au/</a> .
Compassionate or Compelling Circumstances	Situations outside a student's control that impact the student's ability to study, such as: <ul style="list-style-type: none"><li>a) serious illness or injury, where a medical certificate states that the international students were unable to attend classes;</li><li>b) bereavement of close family members;</li><li>c) major political upheaval or natural disaster in the home country;</li><li>d) requiring emergency travel;</li><li>e) inability to access required units in a study period; or</li><li>f) inability to begin studying on the course commencement date due to a delayed.</li></ul>
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
Complainant	A person submitting a complaint.
Complaint	A verbal or written expression of dissatisfaction with any of ALG's services, activities and processes.
Completed student assessment items	Documents or other media where assessment evidence has been recorded by students and assessment decisions are recorded by assessors. It may be a combination of completed assessment tools, templates, questionnaires, checklists, summary sheets, RPL tools, or records of assessment and feedback from assessors to students. Assessment resources



	include all items which substantiate the assessment decision made by an assessor.
Confirmation of Enrolment (CoE)	A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.
Continuous improvement	Ongoing improvement of processes, systems or products.
Continuous Improvement item	An action to improve training and assessment services, learner services and administrative management systems. This is recorded in the ALG Continuous Improvement Register and has a unique Continuous Improvement Identifier.
Continuous Improvement Register	A tool used by ALG to record, monitor and review current and retrospective improvement actions.
Corrective action	An action taken to eliminate non-compliances or to prevent their recurrence.
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.
Credit Transfer (CT)	A process that provides students with agreed and consistent credit outcomes for completed components of a course of study based on identified equivalence in content and learning outcomes between matched courses of study.
Critical incident	A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.
Current industry skills	<p>The knowledge, skills and experience required by VET trainers and assessors and those who provide training and assessment under supervision to ensure that their training and assessment is based on current industry practices and meets the needs of industry. Current industry skills may be informed by consultations with industry and may include, but is not limited to:</p> <ul style="list-style-type: none"><li>a) having knowledge of and/or experience using the latest techniques and processes;</li><li>b) possessing a high level of product knowledge;</li><li>c) understanding and knowledge of legislation relevant to the industry and to employment and workplaces;</li><li>d) being customer/client-oriented;</li><li>e) possessing formal industry and training qualifications; and</li><li>f) training content that reflects current industry practice.</li></ul>



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 Services for Overseas Students Act 2000 (ESOS Act)	Legislation to protect and enhance Australia's reputation for quality education, provide tuition protection and support the integrity of the student visa program.
ESOS agency	The National VET Regulator.
ESOS Framework	A legal framework setting out the standards and requirements for registration as an ESOS provider.
Formative assessment	A process of evaluating student comprehension, learning needs, and academic progress during a lesson, unit, or course.
Industry	The bodies that have a stake in the services provided by RTOs. These can include, but are not limited to: <ul style="list-style-type: none"><li>a) enterprise/industry clients (e.g., employers);</li><li>b) group training organisations;</li><li>c) industry organisations;</li><li>d) industry regulators;</li><li>e) industry skills councils or similar bodies;</li><li>f) industry training advisory bodies; and</li><li>g) unions.</li></ul>
Industry engagement	The process of engaging with representatives of a specific industry through strategies such as: <ul style="list-style-type: none"><li>a) partnering with local employers, regional/national businesses, relevant industry bodies and/or enterprise RTOs;</li><li>b) involving employer nominees in industry advisory committees and/or reference groups;</li><li>c) embedding staff within enterprises;</li><li>d) networking in an ongoing way with industry networks, peak bodies and/or employers;</li><li>e) developing networks of relevant employers and industry representatives to participate in assessment validation; and</li><li>f) exchanging knowledge, staff, and/or resources with employers, networks and industry bodies.</li></ul>
Learner	A person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation
Mode of delivery	The method adopted to deliver training and assessment, including online, distance, or blended methods.
Moderation	A quality control process aimed at bringing assessment judgements into alignment. Moderation is generally conducted



	before the finalisation of student results as it ensures the same decisions are applied to all assessment results within the same unit of competency.
National Code of Practice for Providers of Education and Training to Overseas Students 2018	Nationally consistent standards and procedures for registered providers and for persons who deliver education services on behalf of registered providers which supports the effective administration of the ESOS legislative framework by the Commonwealth and state and territory governments.
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 which is currently <a href="http://training.gov.au">training.gov.au</a> .
Nationally Recognised Training (NRT) Logo	The logo used nationally to signify training packages and VET accredited courses.
Packaged programs	Applicants may package their studies to combine a preliminary course with their main course of study.
Principal course	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. Where the overseas student arrives in Australia with a student visa that covers multiple courses, the principal course is the course with the highest AQF qualification.
Professional development	Professional development means activities that develop and/or maintain an individual's skills, knowledge, expertise and other characteristics as a trainer or 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.
Provider Registration and International Student Management System (PRISMS)	PRISMS is a secure database owned and maintained by the Department of Education and Training for the purposes of administering the Education Services for Overseas Students Act 2000 (The ESOS Act).
Quality assurance	Policies, procedures and processes to ensure that educational provision complies with all legislative and regulatory requirements throughout the student lifecycle.
Reasonable adjustment	Modifications made to the learning environment, assessments, or teaching methods to enable students with a disability, impairment or medical condition to access and participate in training on the same basis as those without a disability.
Recognition of Prior Learning (RPL)	An assessment process that assesses the competency(s) of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which



	<p>that individual meets the requirements specified in the training package or VET accredited courses.</p> <ul style="list-style-type: none"><li>a) 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);</li><li>b) 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); and</li><li>c) 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).</li></ul>
Registered Training Organisation (RTO)	A vocational education and training organisation registered by a state or territory registering body in accordance with ASQA.
Revoke	The act of ALG to officially cancel an award previously conferred.
RTO code	The registration identifier given to the RTO on the National Register
Satisfactory Class Attendance	Fulfilment of attendance requirements.
Satisfactory Course Progress	Fulfilment of course progress requirements including completing all requirements assessments up to that point in time
Scope of registration	The training products for which an RTO is registered to train, assess and issue AQF certification documentation.
Statement of Attainment	A statement issued to a person confirming that the person has satisfied the requirements of the unit(s) of competency specified in the statement.
Student	An overseas student (or intending overseas student) who holds an active enrolment with ALG.
Study period	A term of 10 weeks duration
Subject	One or more units of competency, taught over ten weeks and assessed in a holistic way that is compliant with regulatory obligations.





Summative assessment	A method used to evaluate the student learning, skill acquisition and academic achievement at the end of a project, unit, course, semester, program, or academic year.
Testamur	The official certification document that students receive after the completing a course.
Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS)	A national data standard which ensures the consistency and accuracy of vocational education and training (VET) information. AVETMISS data includes all the data collected during the enrolment process, the training products and the training delivery locations.
Third party	Any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee
Trainer and Assessor Mapping	A templated document that allows a trainer and assessor to demonstrate competency and currency.
Trainers	Persons who provide training in accordance with Clause 1.13, 1.14 and 1.16
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 and Assessment Strategy (TAS)	The documented approach of, 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.
Unique Student Identifier (USI)	A reference number that gives an individual an online record of Vocational Education and Training (VET), including results, completed units and qualifications from all providers.
Unit of Competency (UoC)	The specification of the standards of performance required in the workplace as defined in a training package.
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 accredited course	A course accredited by the VET regulator in accordance with the Standards for VET Accredited Courses



VET regulator	The National VET Regulator ASQA.
Vocational Education and Training (VET)	A type of tertiary education under the Australian Qualifications Framework (AQF), enabling students to gain qualifications for all types of employment, and specific skills to help them in the workplace.
Vocational Education and Training (VET) Quality Framework	This comprises of the: 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 e) the Data Provision Requirements.
Working With Children Check (WWCC)	The Working With Children Check is an Australian background check requirement, assessing the criminal record of those working or volunteering in child-related work. The check is known as the WWCC in most states and territories.