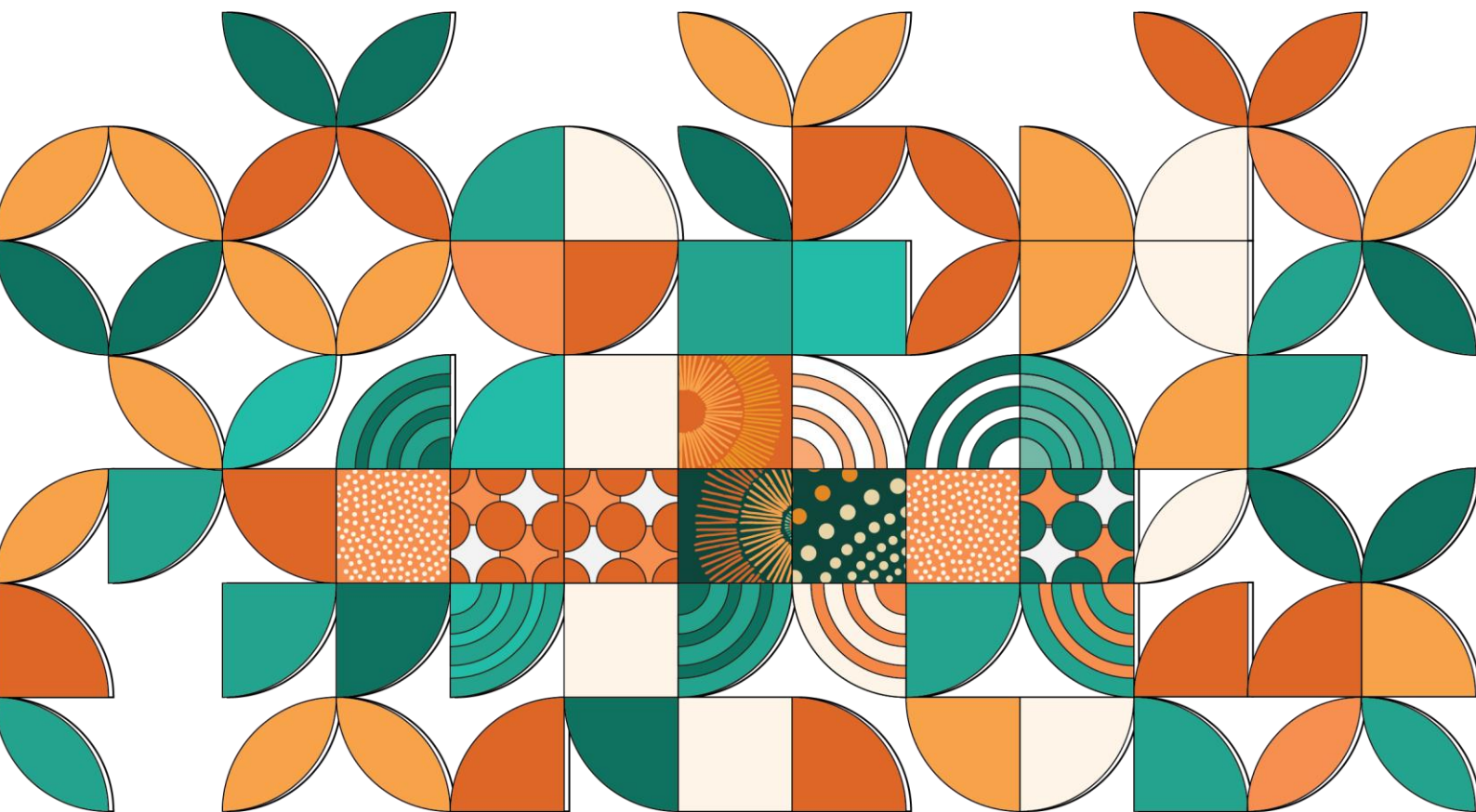


Glossary of Terms



IHNA GLOSSARY OF TERMS

(Compiled from ASQA, ANMAC, NMBA, National Code, ESOS Act, AHPRA, Relevant State and Commonwealth contracts and eligibility documents (VET Student Loans, Skills First Program, Department of Training and Workforce Development (DTWD), Smart and Skilled, and IHNA Policies/Procedures)

A

AAT: Administrative Appeals Tribunal.

Aboriginal and Torres Strait Islander cultural competence and capabilities mean students' and staff's knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories, contemporary realities and protocols, and proficiency to engage and work effectively in Aboriginal and Torres Strait Islander contexts and expectations.

Aboriginal and Torres Strait Islander people's education means educational opportunities and outcomes for Aboriginal and Torres Strait Islander; and the opportunity for all Australians to gain knowledge about Aboriginal and Torres Strait Islander cultures, histories, contemporary realities, and protocols.

Aboriginal and Torres Strait Islander person means (as adopted by the Commonwealth of Australia for administrative purposes) any person who is of Aboriginal and/or Torres Strait Islander descent; identifies as an Aboriginal and/or Torres Strait Islander; and is accepted by the Aboriginal and Torres Strait Islander community in which they live as an Aboriginal and/or Torres Strait Islander.

Aboriginal and Torres Strait Islander perspectives mean Aboriginal and Torres Strait Islander worldviews, histories, cultures, law and lore, values, beliefs, languages, lifestyles, and roles.

Academic Complaint refers to a complaint against a decision made about an assessment completion, failure to meet satisfactory academic progress, an academic result, the quality of the course delivery, failure to provide services or materials included in an agreement, which may include but not restricted to complaints regarding course progress, assessment outcomes or training delivery.

Academic Misconduct: Means conduct where a student attempts or succeeds in obtaining unfair academic advantage through misrepresentation, plagiarising, colluding, falsification, cheating, use of social relationships with academic staff or any other breach of academic integrity for their own gain or the benefit of others.

Academic Policies: Academic policies are in the purview of the Academic Board, subject to the approval of the Academic Dean, and are made through processes under the Learning and teaching committee and Course development and advisory committee.

Access and equity: The policies, procedures and approaches that ensure that IHNA's training programs are responsive to the diverse needs of all students and potential students. Access and equity are concerned with removing barriers and opening up opportunities. In education and training, it means ensuring that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience

through education and training - irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location.

Accounts Managers: including Accounts Manager - Operations and Accounts Manager- Statutory Compliance.

Action Plan Register: The system is used to record actions taken by IHNA as part of ongoing continuous improvement and quality management.

Administrative Fee IHNA will charge a non-refundable enrolment fee for all the courses to cover the administrative cost of enrolment.

Administrative Policies: Administrative policies are put in place to provide an orderly environment for faculty and staff as they do their work to accomplish the university's purposes. Administrative policies also provide a framework for students and off-campus persons and groups who have interactions with the institute. Administrative policies are primarily directed to the operation of the institute.

ADRI quality cycle refers to the four stages of assessment, design, review, and implementation. This cycle ensures the ongoing refinement of training resources, assessment instruments and instructional strategies, aligning them with industry needs and improving overall program effectiveness.

Adult means anyone aged 18 years and over (and includes Staff, Students, researchers, visitors, parents, carers, and guardians).

Adult Learning environment is the process of engaging adult learners in a learning experience, is known as Andragogy. IHNA takes responsibility for providing a creative environment that is inclusive, encouraging, and safe for students who engage in all its programs.

Agents are individuals or organisations engaged by educational institutions to carry out specific tasks or services on their behalf. These tasks often include recruiting students, providing information about the institution's programs, and facilitating the application and enrolment process. Acting as intermediaries between the institution and prospective students, agents help streamline processes and enhance the institution's outreach and recruitment efforts.

Agreed Start Date for a course means the day on which the course was scheduled to start, or a later day agreed between the Institute for the course and the student.

Archiving is the process of taking a full or partial copy of the course content and storing it on a separate infrastructure. Assessment - Materials provided to or submitted by an IHNA student as part of an IHNA course assessment

Archived course copy is the downloadable .zip file which is created when the educator follows the archive course process from within the Knowledge Hub and the MS Teams.

AH means Academic Hub, the Student Management System of IHNA.

AHPRA stands for the Australian Health Practitioner Regulation Agency.

Auditee is an individual, department, or entity within an organisation that is subject to an audit. The auditee is responsible for providing information, records, and access to facilities as requested by auditors during the audit process. Their cooperation and transparency are essential for the auditors to effectively assess compliance, controls, and operations according to audit standards and objectives. The auditee may be involved in discussions, interviews, and reviews conducted by the audit team to facilitate a comprehensive evaluation of their area of responsibility.

Allocated Car is a company car that will be assigned to an employee who is entitled throughout the duration of their employment with IHNA.

Auditor is a qualified professional responsible for conducting independent examinations and assessments of financial statements, records, operations, or other aspects of an organisation. Their primary objective is to provide an unbiased opinion on the accuracy, fairness, and compliance of the information being audited.

ANMAC: The Australian Nursing & Midwifery Accreditation Council (ANMAC) is the agency appointed by the Nursing and Midwifery Board of Australia (NMBA) as the independent accrediting authority for nursing and midwifery education under Australia's National Registration and Accreditation Scheme.

Appeal means when a client may dispute a decision made by IHNA. The decision may be an assessment decision or in relation to an aspect of IHNA's services.

Appellant refers to the person who formally lodges an appeal.

Applicant: Refers to prospective students seeking information about a VET unit of study or course that meets the course requirements under the Act and who may be eligible to apply for a VET Student Loan.

Application for Transfer Between Registered Providers: An application by a Student for Transfer Between Registered Providers (release).

Approved Course means a qualification or course of study that has been approved by the Department of Education as eligible for VET Student Loans.

Approving authority: The subcommittee to which the policy owner must submit the Policy draft for approval is called the Approving Authority.

AQF certification documentation is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual

AQF Framework - AQF is the national policy for regulated qualifications in the Australian education and training sector, incorporating the qualifications from each education and training sector into a single comprehensive national qualifications framework.

AQF Qualifications is an officially recognised credential awarded to individuals who have successfully met the prescribed requirements of a particular course or program of study as outlined by the Australian Qualifications Framework (AQF).

AQF Qualifications is the result of an accredited complete course of learning leading to formal certification that a graduate has achieved the learning outcomes described in the AQF.

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 Instrument: An assessment instrument includes such components as the context and conditions of the assessment, the tasks to be administered to the candidate, an outline of the evidence to be gathered from the candidate and criteria used to judge the quality of performance (i.e., the assessment decision-making rules). An assessment instrument also includes administration, recording and reporting requirements.

Assessment means 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 program and is conducted in accordance with the principles of assessment and the rules of evidence.

Assessors are qualified trainer and assessor who hold the required credentials, hold vocational competencies at least to the level being delivered and assessed, have current industry skills directly relevant to the training and assessment being provided, have current knowledge and skills in vocational training and learning that informs their training and assessment and undertake relevant professional development. Assessors are persons who assess a student's competence in accordance with Credential Policy. Include both IHNA educators (trainers/assessors) and external stakeholders (wherever applicable, based on the course offered). The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards. To do this effectively, an assessor must have sound knowledge of and be skilled in the relevant industry area. In addition, the assessor must have acknowledged competency in assessment and hold an appropriate qualification (refer to IHNA's compliance documentation for Trainers/Assessors' Currency (Credential Policy)).

At Risk students are defined as those who miss three or more assessment deadlines or fail to achieve satisfactory outcomes in three or more of the units of competency being assessed, and/or a student is absent for five (05) consecutive days. Students may also be deemed to be at risk based on other evidence at the discretion of an Educator in consultation with the Course Coordinator. The discretion to identify At Risk students may include repeated need for resubmission of assessments or repeated requests for extensions to assessment submission deadlines or consistent non-attendance of classes.

Australian Core Skills Framework (ACSF): A tool that assists both specialist and non-specialist English language, literacy, and numeracy practitioners to assess an individual's performance in the five core skills of learning, reading, writing, oral communication, and numeracy.

Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australia's education and training system. It integrates all qualifications from various education and training sectors into a single, comprehensive framework, ranging from certificates to doctoral degrees. The AQF ensures that qualification titles and learning outcomes are consistent and comparable across Australia, promoting flexibility, lifelong learning, and pathways between different education sectors. It supports national consistency in education and training standards and quality, facilitating student and worker mobility both within Australia and internationally.

Australian Skills Quality Authority (ASQA) refers to the national regulator for vocational education and training.

Award course means a course recognised under the Australian Qualifications Framework and approved by the Australian Skills Quality Authority (ASQA).

B

Behaviour refers to the way a person acts or responds in a particular situation. It encompasses actions, reactions, and habits.

Benchmarking is a survey data that can be benchmarked as outcome data, which is aggregated to identify a set of characteristics. The form of analysis is quantitative in nature.

Breach is an act of breaking or failing to observe a law, agreement, or code of conduct.

Broker means an individual or organisation that markets the courses of the RTO and/or recruits prospective students.

Brokerage means the agreement between a broker and an RTO for the broker to conduct services on the RTO's behalf.

Blended Delivery is a mode of delivery of a course that requires students to complete certain sections of their study as E-Learning and the remaining sections require attending a physical location, either on campus or at a work experience venue.

Biometric recognition systems simply scan or detect features of your body, in this case, an employee's face recognition and fingerprint, which is totally unique to every individual. The recognition system recognises your fingerprint and records your time of arrival and departure.

Bullying, as defined by the Fair Work Act 2009, occurs when a person or a group of people behaves unreasonably and repeatedly towards a worker or a group of workers while at work, and the behaviour creates a risk to health and safety.

C

Cancellation: to cease enrolment permanently, this can be initiated by the student or the College.

CDAC: IHNA's Course Development and Advisory Committee.

Car Pool IHNA has a pool of cars, which will be shared among the employees who have access to the company vehicles.

Cancellation refers to the termination of enrolment, either at the student's request (withdrawal) or initiated by IHNA (termination). Once a student's enrolment is cancelled, they are no longer enrolled at IHNA and cannot continue their studies. A student whose enrolment has been cancelled will receive a Statement of Attainment (VET) for all completed units, including their results.

Census date means the last day a student may withdraw from a VET unit of study in which they are enrolled without incurring liability for tuition fees. The last day a student may withdraw from a VET unit of study in which they are enrolled without incurring a liability for tuition fees, a VET Student Loan debt.

Centrally-managed systems is information technology comprising hardware, software, back-end and front-end system environment for which the IT team has responsibility.

Cheating is to act dishonestly or unfairly to gain an advantage. It can also be defined as completing an assessment without a student's own effort and getting someone else to do the work. This is not an acceptable practice and will affect the progression of the course. Examples of cheating include, but are not limited to:

- Unauthorised collaboration on assignments or projects;
- Requesting or paying someone to complete parts or full assignment;
- Sharing one's own assessment on any external platform, including the internet.

Cheating during an exam means breaking any examination rules and regulations. At the beginning of the exam, the invigilator will inform the students of the applicable rules and regulations. Students must listen carefully to these instructions. Cheating is often, but not limited to:

- Bringing unauthorised material into an exam;
- Having access to unauthorised written notes or equipment in any form during the exam;
- Communicating with others during the exam by any means; or
- Copying or reading someone else's work during the exam.

Copyright: copyright is a legal right given to authors or creators of original works. The owner of copyright in a work has several exclusive rights, including the right to control publication and copying of their work, as well as the right to make the work available online. Copyright owners also have moral rights and performers' rights. In Australia, copyright law is controlled by Commonwealth legislation, the Copyright Act 1968, and subsequent amendments.

Copyright protects a variety of material, including:

- literary works (such as books, journal articles, websites, novels, poems, song lyrics, and reports);
- artistic works (such as paintings, drawings, cartoons, sculpture, craft work, photographs, maps, and plans);
- musical works;
- dramatic works (such as plays);
- computer programs;
- compilations (such as anthologies and databases);
- cinematograph films (such as feature films, television programs and commercials);
- sound recordings (such as recordings of music or words).

Copyright works and ‘third-party copyright material’ means works or other subject matter where the copyright is not owned by the IHNA.

Child-Safe Environment means a respectful and protective environment in any physical or virtual place made available by IHNA as part of its activities where Young People can participate safely from Child Abuse or Harm.

Client: refers to a student and also means a student, enterprise or organisation that uses or purchases the services provided by IHNA as defined by the Standards for Registered Training Organisations 2015.

Clinical Placement Provider (CPP) or Healthcare Facility: Any organisation that provides Clinical Placements to healthcare students. This includes public and private health services, aged care providers, mental health services (including community-managed mental health services), community health services, general practices, private providers, and other Clinical Placement settings.

Clinical Placement team (CPT): IHNA’s CPT is comprised of the National Placement Coordinator, Placement Coordinator, Course Coordinators and administrative support staff.

Clinical Placement: A Clinical Placement (termed as Professional Experience Placement or PEP in this document) is defined as the component of an accredited curriculum conducted under supervision involving patient or client contact in a clinical environment that assists students in putting theoretical knowledge into practice. Training and Development Funding Program Guidelines 1 state that placement is usually associated with patient/client interaction but may also involve clinical skills acquisition via observation or simulation, consistent with clinical learning objectives.

Clinsoft: IHNA’s clinical placement management system provides a streamlined platform to improve student placement operations, allowing students, educators, and IHNA to have a transparent view of placement programs while facilitating real-time interactions and collaboration. This is an online professional experience placement (PEP) assessment platform of IHNA that streamlines communication, documentation, monitoring of attendance, and assessments during a student’s work placement.

Code means 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.

Course site is a discreet online learning environment within the MS Teams and the Knowledge Hub.

Course Coordinator is the staff member responsible for coordinating the preparation, delivery and assessment of a course

Course Educator is the teaching staff member who has the role of educator within the individual MS Teams course site.

Course Intakes: Specific periods or instances when students commence their studies for a particular course or program.

Core Surveys-Surveys that provide data as the basis for the Institute's strategic planning, and administrative and institutional quality assurance purposes.

CoE: Confirmation of Enrolment.

CoE: Confirmation of Enrolment (CoE) is a document registered with Department of Home Affairs (DHA) to confirm a student's acceptance into a particular course for a specified duration.

Collusion is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment and may include:

- Unauthorised and unacknowledged joint authorship in an assessment task;
- Unauthorised and unacknowledged copying or use of material prepared by another person for use in assessment.

Competency means 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.

Compassionate or Compelling circumstances are defined as circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

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

- o Involvement in, or witnessing of, a serious accident; or
- o Witnessing or being the victim of a serious crime, and these experiences have impacted on the student (cases should be supported by police or psychologist's reports)
- o Inability to begin studying on the course commencement date due to a delay in receiving a Student Visa.

Non compassionate or non-compelling circumstances, such as the following example, are not considered as compassionate or compelling circumstances

- A desire to change a course due to lower fees
- The course is not what was expected
- Minor illnesses or homesickness
- Difficulties in adjusting to living in Australia or academic life
- Failure to enrol in your course by the enrolment date
- Failure to understand or seek clarification of key dates or withdrawal procedures
- Distance of your accommodation from your SCEI Campus
- Financial problems
- A desire to move to another provider to be with friends
- Matters unrelated to your studies at IHNA
- Work commitments

Competent Person is a person who is suitably qualified (whether by experience, training, or both) to carry out the work or function described in the relevant regulation.

Complaint means a person's formal expression of dissatisfaction with any product or service provided by IHNA. Any expression of dissatisfaction with an action, product or service provided by IHNA to a client.

Continuous Improvement Action - Action is taken to improve the Institution's performance.

Continuous improvement refers to an ongoing process of systematically reviewing and enhancing training and assessment practices. It involves regular evaluation, feedback incorporation and adjustments to courses, learning and teaching techniques, delivery methods and resources to ensure excellence in student satisfaction and relevance to industry needs.

Confidential information: includes but is not limited to information regarding IHNA:

- Students and associated student data lists and agreements, student information and other personal information;
- Courses and components of the courses;
- Business and marketing methods and strategies;
- Budgets, costings, financial affairs, and accounting methods;

- Intellectual Property/trade secrets and commercially valuable information;
- Students and associated student data lists and agreements, student information and other personal information;
- Courses and components of the courses;
- Business and marketing methods and strategies;
- Budgets, costings, financial affairs and accounting methods;
- Intellectual Property/trade secrets and commercially valuable information;
- Manuals, procedures, training and assessment materials, and computer programming information;
- Records of commercial discussions or dealings in relation to possible or actual arrangements with third parties;
- Legal advice;
- Staff information held under privacy principles, records of disciplinary proceedings against individual staff members;
- Research and development; or
- Any information that could be assumed to amount to commercial-in-confidence or confidential information and means IHNA information considered confidential where IHNA believes that:
 - if the information were disclosed it would be in some way detrimental to IHNA, or advantageous to others;
 - the information is confidential, secret and not in the public domain;
 - Considering the use by, or practice of, VET providers, the information would be regarded as worthy of protection.

Corrective Action - Action taken to correct a known non-compliance/non-conformance.

Course Fee A Course fee is the total of enrolment and Tuition fees for each course offered. In addition to the above fees, the student has to incur additional charges for books and study materials, lab equipment, uniform and shoes, Vaccination, Police check and Overseas Student health cover.

Course refers to a program of study offered by the Institution leading to an AQF qualification, or a non-award course.

Course review- A process for evaluating a course concerning the academic and business aspects of the course, including planning, resourcing, course design, learning and teaching, student outcomes, course demand, management, and external engagement.

Course: A formal course of education and/or training made up of study components known as units. This means a formally approved/accredited course of learning that leads to the award of a qualification as per the training product.

Courses means the full-time registered Courses offered by IHNA and registered on CRICOS.

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.

Credit transfer: Credit transfer refers to the process of recognising and granting credit for units of competency or modules that a student has previously completed, which are equivalent to the units required in a current course of study. This allows students to avoid repeating learning they have already undertaken and ensures that their prior learning and achievements are acknowledged. Credit transfer aims to streamline the educational process, saving time and resources for both students and training providers, and facilitating smooth transitions between different courses or qualifications.

Criminal History Clearance: A report on the suitability of a person, from a criminal history point of view, to take part in certain activities or employment. There are several processes across Australia to achieve this, all involving a national check of criminal history.

Critical Incident: is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear, or injury (as defined by Standard 6 of the National Code 2018). Critical incidents include, but are not limited to, situations such as:

- Serious injury, illness, or death of a student or staff;
- A missing student;
- Serious illness, such as any illness which causes the deterioration of the student/staff member's health over time;
- Serious Injury which prevents or severely affects the student's ability to complete the course;
- Occupation Health & Safety Risk;
- Student or Staff witnessing a serious accident or violent act;
- Natural disaster;
- Fire, bomb threat, explosion, gas, or chemical hazard;
- Drug or Alcohol abuse;
- Damaging;
- Media attention;
- Traumatic events that affect students; such as
- Sexual Assault
- Mental Health Crisis
- Drug/Alcohol Overdose.

- a natural disaster, fire, earthquake, or storm; bomb threat or sabotage, explosion, hostage, or siege situation;
- loss of a building or key utility, telecommunications failure; bodily harm, serious accident, or injury; serious assault, robbery, armed hold-up;
- serious health or environmental issue, a pandemic, an epidemic or an outbreak;
- war or acts of terrorism, civil unrest, major demonstration; major or severe incidents that involve students or staff; serious injury, illness, or death of a student or staff; mental health issues impacting on safety of self or others;
- severe verbal or psychological aggression; other traumatic events or threats;
- a missing student(s);
- If an overseas student under 18 years of age experiences disruption to their welfare and accommodation, this incident is considered a critical incident and all reasonable actions are taken by student support to resolve the disruption and notify the student's family and notify the Australian Department of Home Affairs;
- If an overseas student under the age of 18 years cannot be contacted and their whereabouts and wellbeing are not about to be confirmed, this too constitutes a critical incident;
- In the event of a report or accusation of harm (abuse, neglect or other) against a caregiver or other by an overseas student under the age of 18 years, a critical incident will be registered.

Critical Incident Response Team (CIRT): facilitates interventions following a Critical Incident. Members of the CIRT include the CIRT Leader, Emergency Warden, CEO, COO, Director of Quality Management, Quality Assurance Manager, OHS Representative, First Aid Officer and other relevant staff members.

Current industry skills are 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 are not limited to:

- Having knowledge of and/or experience using the latest techniques and processes;
- Possessing a high level of product knowledge;
- Understanding and knowledge of legislation relevant to the industry and to employment and workplaces;
- Being customer/client-oriented;
- Possessing formal industry and training qualifications; and
- Training content that reflects current industry practice.

D

Date for calculation of the refund will be the date the formally Institute receives acknowledges receipt of refund request.

Department of Education: The Commonwealth of Australia represented by the department, has the responsibility for administering the VET Student Loans Act, VET Student Loans Rules.

Deferral (also referred to as ‘Deferment’): applies to students who have enrolled into a course offered by IHNA but wish to commence their studies at a later date. Students who have deferred their offer/enrolment will have a place held for them for a maximum of 12 months, once only. Deferral is also applicable if a student is enrolled in a program that has multiple semesters and wishes to commence their studies a semester later after completing the previous semester. IHNA is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. To delay the commencement or continuation of course studies until the start of the next study period.

DET stands for Department of Education and Training.

Disability: According to Disability Discrimination Act 1992; disability, in relation to a person, means:

- total or partial loss of the person’s bodily or mental functions; or
- total or partial loss of a part of the body; or
- the presence in the body of organisms causing disease or illness; or
- the presence in the body of organisms capable of causing disease or illness; or
- the malfunction, malformation, or disfigurement of a part of the person’s body; or
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- a disorder, illness or disease that affects a person’s thought processes, perception of reality, emotions, or judgment or that results in disturbed behaviour; and includes a disability that:
 - presently exists; or
 - previously existed but no longer exists; or
 - may exist in the future (including because of a genetic predisposition to that disability); or
- is imputed to a person.
- To avoid doubt, a disability that is otherwise covered by this definition includes behaviour that is a symptom or manifestation of the disability.

Disability Discrimination:

- Disability Discrimination is defined within the Commonwealth Disability Discrimination Act 1992 as when someone with a disability is treated less favourably than someone without a disability;
- Disability discrimination also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability;
- Discrimination also exists where there is a condition or requirement imposed, which may be the same for everyone but which unfairly excludes or disadvantages people with a disability (for example in employment and education.);
- Discrimination is illegal not just during working attendance hours, but also illegal in any other work or study related context, including conferences, work functions, business trips, excursions, office parties, work or practical placements, work experience or field trips;
- Different treatment of people with a disability is not unlawful discrimination where it is reasonably intended to ensure that they have equal opportunities or to meet their special needs.

Discontinuation of a course - Discontinuation of a course is the process by which the Academic Board decides that a course ceases to be offered to new students for admission, while enabling students already admitted to a course to continue their studies in accordance with the existing course structure.

Diversity: Recognising and valuing individual differences.

DoHA: Department of Home Affairs.

E

Education Agent Agreement A written agreement between an education agent and IHNA. Australian International Education and Training Agent Code of Ethics (ACE) provides a guide to the expected professional behaviour of individual agents working with Australian international students.

Education Provider (EP): Any institution delivering post-secondary education, in this case, accredited professional-entry healthcare courses. This includes Vocational Education and Training (VET) providers.

Educator: The trainer, assessor or teacher in charge of a unit or course being undertaken by students.

E-learning refers to the development and learning of educational content using information and communication technologies. It is a learning system based on formalised teaching/training and assessment with the help of electronic resources, specifically delivered via the internet to somewhere other than the classroom where the educator is teaching/training and conducting assessments.

Enrolment in a course: Occurs at the point the Letter of Acceptance has been signed.

Equipment is the instruments and laboratories used to deliver and assess the courses within the scope of registration.

ESOS Act is an Australian legislation that outlines the legal framework governing education delivery to international students studying in Australia on a student visa. ESOS Act means Education Services for Overseas Students Act 2000. It ensures the quality and integrity of the education and training sector by protecting the interests of international students and maintaining Australia's reputation as a high-quality education provider. The Act includes provisions related to the registration of education providers, the obligations of providers, the rights and responsibilities of international students, and the enforcement and compliance mechanisms.

ESOS: The Education Services of Overseas Students Act 2000. This Act regulates the delivery of education services to international students.

Expulsion: Refers to the removal of the student from IHNA and the termination of their enrolment. Students who are expelled are not eligible for a refund of their fees. Students who have been expelled may not enrol in an IHNA program of study for a period of two years.

Evaluation is the collection of feedback, analysis process, reporting and interpretation of data to relevant staff and students of the institution for administrative, planning and reporting purposes.

External audit is an independent examination of an organisation's related operations, typically conducted by an external auditor or an auditing firm.

Examination is a testing method that is written, oral or practical and is supervised at a prescheduled time and venue.

Evidence of Participation (EoP): Evidence of a student's participation in training and assessment provided by IHNA, as detailed in the current VET Funding Agreement. Evidence that contains the student's name, signature, unit of competency, date and captures the learning/assessment activity that has taken place.

F

Facilities are any premises/ requirements that are necessary for the delivery of a course. They include:

- Classrooms and associated equipment – including whiteboards and data projectors, etc.
- Specialist facilities – Computer laboratories, kitchens, workrooms, including all of the associated equipment
- Educational Resources cover all "learning materials" and support materials – textbooks, software, workbooks, etc.

Fair dealing means limited use of copyright material is allowed for certain purposes without requiring permission from the copyright owner. Fair dealing only applies to certain purposes: research or study, criticism or review, parody or satire, reporting the news and judicial proceedings or professional advice. Fair dealing does not apply to Teaching Staff reproducing material for students.

Financial Viability Risk Assessment Requirements: means the requirements made under section 158 of the National Vocational Education and Training Regulator Act 2011 or equivalent requirements adopted or adopted by

the VET Regulator of a non-referring State as the case requires. Financial Viability Risk Assessment Requirements 2011 (FVRAR) is a legislative instrument which is a subsection of the Act.

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). 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).

Formal complaint refers to an official complaint made in writing.

Funding agencies refer to the Department of Education and Training, Skills First Victoria, Department of Training and Workforce Development (DTWD), Western Australia, and Smart and Skilled, NSW Government.

G

Generative AI is a type of artificial intelligence that can create various forms of content, including text, images, videos, and audio. It learns patterns from vast amounts of data and generates new, original content based on that knowledge.

General Misconduct: Means any conduct which is breaches the obligations and expectations identified in the Code of Conduct This includes but is not limited to:

- any behaviour which causes physical or psychological harm.
- removal, theft, intentional damage, tempering, vandalism, illegal use of, any inappropriate use of, or restriction of access to IHNA's property or equipment; and
- not following IHNA's policy and the reasonable directions of Staff or Authorised Persons of IHNA, especially when the safety and well-being of others is at risk.

H

Harassment is any unwelcome, unreturned language or behaviour that creates a hostile work environment by undermining, humiliating, seriously or ending or intimidating another person. This includes any behaviour based on an individual's personal characteristics protected under the Equal Opportunities Act.

I

Identified Issue is an identified issue is a specific problem, discrepancy, or area of concern that has been recognised during an audit, review, or regular operations. It may relate to processes, practices, or outcomes that do not align with established standards, policies, or expectations. Identifying issues is a crucial step in the quality assurance and continuous improvement processes, as it enables the organisation to address and rectify problems to enhance overall performance and compliance.

Immigration: Refers to the Department of Home Affairs, which is the Australian government agency responsible for multicultural affairs, immigration and border-related functions and agencies. The Department of Home Affairs is responsible for issuing and monitoring Student visas.

Impairment as defined by the National Law is ‘a physical or mental impairment, disability, condition or disorder (including substance abuse or dependence) that detrimentally affects or is likely to detrimentally affect the person’s capacity to practise the profession.

Industry means the bodies that have a stake in the services provided by registered training organisations (RTOs). These can include but are not limited to: enterprise/industry clients, e.g. employers; group training organisations, industry organisations; industry regulators; industry skills councils or similar bodies; industry training advisory bodies; and unions.

Intervention Strategy may include one or more of the following interventions:

- Advising students on the suitability of the course in which they are enrolled and possible alternatives;
- Advising students of opportunities for reassessment; and
- Advising students of assistance such as:
 - Receiving English language support;
 - Providing extra time to complete tasks;
 - Providing access to supplementary or modified materials
 - Providing supplementary exercises to assist understanding
 - Attending academic skills programs;
 - Attending tutorials or study groups;
 - Receiving individual case management;
 - Attending study clubs;
 - Attending counselling;
 - Receiving assistance with personal issues that are influencing progress;
 - Receiving mentoring;
 - Referral to external organisations where IHNA is unable to address the identified learning or academic issues.

Industry Engagement may include, but is not limited to, strategies such as:

- partnering with local employers, regional/national businesses, relevant industry bodies and/or enterprise RTOs;
- involving employer nominees in industry advisory committees and/or reference groups;
- embedding staff within enterprises;

- networking in an ongoing way with industry networks, peak bodies and/or employers;
- developing networks of relevant employers and industry representatives to participate in assessment validation; and
- exchanging knowledge, staff, and/or resources with employers, networks and industry bodies.

Informal learning refers to education that occurs outside of structured, formal classroom settings. Unlike formal education, it is not organised or intentional and typically does not lead to certification or accreditation. This type of learning naturally happens through everyday activities, including work experiences, social interactions, hobbies, reading, and other life experiences (for example, the acquisition of interpersonal skills developed through several years of working experience as a sales representative). Informal learning is self-directed, driven by personal interests and needs, and contributes to skill and knowledge development in a flexible, often unstructured manner.

Informal complaint refers to a complaint made through written or verbal discussion prior to a Formal Complaint being made in writing.

Internal Audit is a systematic and independent examination to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve quality objectives.

Internal audits assess a company's internal controls, including its governance and procedural frameworks. These audits ensure adherence to laws and regulations and contribute to the accuracy and timeliness of reporting and data collection.

International Student Recruitment Agent: an agency engaged by an Education provider to formally represent and recruit students (onshore and offshore).

International Student: For the purpose of this policy, an International student is defined as one who is not an Australian or New Zealand citizen or the holder of a permanent residency or humanitarian visa. For the purposes of this policy, students who are in Australia, as a result of their parents/legal guardians being on a temporary business visa, are regarded as local students but are required to pay international tuition fees.

Induction is the introduction of a new employee to the practices and workplace requirements, including an understanding of safety and quality standards.

IHNA travel means an employee travelling on official business, or as an official representative of IHNA in the course of undertaking their normal duties.

K

KH means Knowledge Hub, the Business Management System of IHNA

Knowledge Hub refers to IHNA's Student Management System and information repository.

L

Law: Any statute, regulation, by-law or subordinate legislation in force from time to time, the common law and equity and any legally binding industry codes of conduct, practice or standards.

Learning Outcomes - This means the expression of the set of knowledge, skills, and the application of the knowledge and skills a person has acquired and can demonstrate because of training.

Leave of Absence: This applies to enrolled students who wish to seek approval for a period of absence from study after they have commenced their studies.

Letter of Offer: A formal offer of a place at IHNA in the nominated course.

LLND Assessment: Assessment of Language, Literacy, Numeracy and Digital to identify the level of providing provide any support if required.

M

Managing risk refers to applying that architecture to risks (Refer to AS/NZS ISO 31000:2108, Risk Management–Principles and Guidelines).

Misconduct (breach of the code of behaviour) refers to student behaviour that intentionally disrupts or interferes with the educational, administrative and/or operational activities of IHNA, its staff and students, including (but not limited to):

- Wilful damage of IHNA's property, including stealing, destroying or impairing access to equipment and/or facilities, including library holdings.
- Using IHNA computing facilities in a manner that is either harmful or detrimental to others, or illegal.
- Acting in a manner that causes other staff and students to be fearful of their safety.
- Wilfully disrupting a class, a meeting or any other official IHNA activity, either on- or off-campus.
- Inappropriate professional behaviour (including student to student/staff/client).
- Breaching any other rule or relevant legislation as it applies to student conduct.

Mode of delivery means the method adopted to deliver training and assessment, including online, distance, or blended methods.

Make-Up Day: an additional day beyond the originally scheduled roster where students can attend the placement facility to compensate for any missed days.

Meal Break is a longer period of uninterrupted rest that allows the employee to eat a meal.

Moderation is a quality assurance process by which an individual or group not involved in setting or marking an assessment task confirms that assessment is continuously conducted with accuracy, consistency and fairness.

MS Teams is a collaborative and interactive learning tool from Microsoft that is designed to implement the best teaching strategies and enhance student learning experiences.

N

National Code is a set of nationally consistent standards that govern the protection of international students and the quality of education and training provided to them by Australian education institutions. It is part of the Education Services for Overseas Students (ESOS) legislative framework and provides detailed standards for education providers in relation to their interactions with international students. The National Code 2018 covers various aspects, including marketing practices, student support services, student engagement before and after enrolment, and the obligations of education providers to ensure that students receive a high standard of education and are well-supported during their studies in Australia. The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time. The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective January 2018).

National Recognition refers to the process by which registered training organisations (RTOs) recognise and accept the Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by other RTOs. This ensures that learners can use their previously acquired competencies and qualifications to meet the requirements of new courses or training programs without needing to duplicate their learning efforts. National Recognition promotes consistency, quality, and flexibility within the Australian vocational education and training (VET) system, supporting student mobility and lifelong learning.

National Register means 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) logo is an emblem used to signify that a training product or provider is recognised under the Australian Qualifications Framework (AQF). This logo can only be used by Registered Training Organisations (RTOs) that are authorised to deliver and assess nationally recognised qualifications and statements of attainment. The NRT logo assures students and employers that the training meets the required standards of quality and consistency across Australia.

Nominated contact officers: IHNA CEO, COO and/or Director of Quality Management are the nominated contact officers for regulatory/accreditation/funding agencies. The National Training Manager (Nursing) or the Chief Executive Officer (CEO) is the nominated contact officer for ANMAC.

Non-academic complaint refers to a complaint against IHNA, its trainers/assessors or other staff which may include but is not limited to operational, racial or sexual discrimination, unfair treatment, physical or verbal abuse, refusal

of admission and/or incorrect advice given prior to enrolment or IHNA actions in response to the non-payment of fees.

Non-Compliance - Non-compliance refers to the failure to adhere to established laws, regulations, policies, or standards governing an organisation's operations. It indicates instances where required practices, rules, or guidelines are not followed, potentially leading to legal, financial, or operational consequences. Addressing non-compliance is essential for maintaining regulatory integrity and organisational accountability.

Non-Conformance - Non-conformance refers to a deviation from established standards, policies, procedures, or regulatory requirements within an organisation's operations. It indicates areas where practices do not meet the expected criteria, potentially impacting the quality, compliance, or effectiveness of processes and outcomes. Identifying non-conformance is crucial for initiating corrective actions and ensuring continuous improvement.

Non-formal learning in Australia refers to organised and structured learning experiences that occur outside the formal education system and do not result in an AQF qualification or statement of attainment. This type of learning includes activities such as workplace training, community education programs, workshops, and short courses aimed at personal or professional development.

O

Operations of an RTO include training, assessment, administration and support services related to its registration, including those delivered across jurisdictions and offshore.

Online Courses in Australia's Vocational Education and Training (VET) sector refer to training programs delivered through digital platforms, enabling learners to access educational content remotely. These courses are designed to provide flexibility and accessibility while maintaining compliance with national training standards. According to the Australian Skills Quality Authority (ASQA), online learning encompasses various modes, including:

- **E-learning:** An umbrella term for all online learning methods where students engage with content via digital devices and the internet.
- **Fully Online Learning:** Courses delivered entirely online, possibly including face-to-face workplace assessments as required by the training package.
- **Blended Learning:** A mix of online and face-to-face training, such as online theoretical instruction combined with in-person practical sessions.
- **Synchronous Online Learning:** Real-time interaction between students and trainers in different locations.
- **Asynchronous Online Learning:** Self-paced learning where students access materials at their convenience.
- **Distance Learning:** Learning where the student is geographically separated from the trainer, utilising technology like email, discussion boards, and video conferencing to facilitate instruction.

Online course materials are the online content used for the purpose of teaching and learning within an IHNA course, including, but not limited to, documents, lecture recordings, multimedia, links, and assessment material.

Online student(s) is the students enrolled in an ongoing course of study that is delivered fully online or through any form of distance education that does not involve students' presence at a designated physical location.

Offshore student is a person who has been admitted to an award course or a non-award course and has an active enrolment in units or time-based study in that course which is offered offshore.

Offshore Delivery Partner means a legally established entity separate from the IHNA with which the IHNA has a formal relationship for the purposes of delivering programs and associated support services to students.

Offshore Delivery Partner Agreement means a formal relationship whereby the IHNA enters a legally binding agreement with a TNE/Offshore Delivery Partner where there is an arrangement for the Offshore Delivery Partner to facilitate the delivery of IHNA programs and support services in whole or in part to students enrolled in the programs.

P

Partner means an individual or organisation that delivers training and assessment on behalf of the RTO.

Partnership means the agreement between a partner and an RTO for the partner to conduct services on the RTO's behalf (sometimes referred to as an outsourcing arrangement).

Personal Information: Information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Placement management system: A secure, web-based information system that provides a standard, consistent and secure mechanism for managing student placements between placement providers and their education provider partners. Examples include, but is not limited to, Clinsoft, Place right, InPlace and Sonia Central.

Plagiarism: Students are required to submit their own work for assessment. The presentation of someone else's work, words or ideas as one's own is plagiarism and therefore unacceptable. Plagiarism can be deliberate or accidental. Whenever students use the words or ideas of another person in their work, they must acknowledge where it is originally taken from. Various forms of plagiarism include, but are not limited to:

- Downloading or copying any materials/ideas or part of it from an online source and submitting it as your own work without acknowledging;
- Buying, stealing or borrowing any materials/ideas and submitting it as students' own work.

Program of study is a collection of academic content which may or may not be integrated, and do not in themselves lead to an IHM award of a degree, diploma, or certificate.

Placement management system: A secure, web-based information system that provides a standard, consistent and secure mechanism for managing student placements between placement providers and their education provider partners. Example includes, but is not limited to, Place right, In Place and Sonia Central.

Placement: practical training or work experience undertaken by students at specific facilities designated for such purposes.

Placement Cohorts: Specific groups who undergo placement at various placement facilities.

Policy developer – Staff responsible for the development or review of the policy.

Policy Management System: An electronic system for the internal team to draft new policies and manage the policies.

Policy owner – Staff or department head responsible for the successful implementation and application of policy, and communications about a new policy or revised policy. The policy owner is the position identified as responsible for monitoring the effectiveness of a policy text and reviewing it.

Policy Register: An indexed or searchable, electronic repository of all IHM policies.

Policy suite – the full set of rules, policies, procedures, guidelines, local instructions, and committee terms of reference of the institute.

Policy Template: Provides structure for policy information and ensures consistency across IHM from one policy document to another. It contains major sections representing information required in every policy document. All IHNA's policies must be written using the current policy template before final approval.

Policy—A policy is a course of action to be adopted in an organisation. Policies are documents that describe the principles that govern and guide conduct and decision-making in a particular context. A policy Sets out objectives, authorities, responsibilities, and high-level rules for an area of the institute's activities and applies institute-wide unless its scope section limits the scope.

Potential Students: All persons seeking to enrol in a VET unit of study and who meet the course requirements as per the prevailing regulations.

Pre-Training Review (PTR): The process undertaken between the Training Provider and a prospective student to determine the suitability and relevance of the course based on the individual's current LLND competencies, existing educational attainment, capabilities, aspirations, and interests and with consideration of the job outcomes from the development of new competencies and skills.

Preventive Action – Action is taken to bring awareness and to prevent a potential non-conformance.

Principal Course: The main course of study is to be undertaken by an overseas student, for which 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 means Provider Registration and International Students Management System.

PRISMS means the Provider Registration and International Students Management System (the electronic system that holds CRICOS and the electronic confirmation of enrolment). It is an online system used by Australian education providers to manage international student enrolments. It facilitates compliance with the regulatory requirements set by the Department of Home Affairs and the Department of Education. PRISMS allows education providers to issue electronic Confirmations of Enrolment (eCoEs), report changes in student enrolments, and ensure that international students meet their visa conditions. It is a critical tool for maintaining accurate and up-to-date records of international students studying in Australia.

Privacy Laws: All laws relating to data security and the protection and processing of personal information in force from time to time including without limitation, the Privacy Act 1988 (Cth), the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 1988 (Cth) and any other State-specific legislation and regulations on privacy.

Privacy principles: means all personal, sensitive and health information collected, held, or shared by IHNA in accordance with its privacy policy and the Australian Privacy Principles, and includes student information and data.

Procedure – A procedure is a detailed mandatory direction on how the policy (principles) will be implemented in an operating environment. Procedures are operational documents that describe the processes and actions that are required to enable the implementation of a policy. Procedure supports a policy or rule by defining detailed process requirements for some or all aspects of the activity defined by the policy or rule.

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. Examples of professional development activities include:

- participation in courses, workshops, seminars, conferences, or formal learning programs.
- participation in mentoring, professional associations, or other learning networks.
- personal development through individual research or reading of publications or other relevant information.
- participation in moderation or validation activities; and
- participation in industry release schemes, projects, and Industry consultations.
- reading of Training/Assessment websites and journals.
- participating in VET network

Professional Experience Placement - This is the component of education that allows students to use judgement when applying theoretical knowledge in an actual practice setting and also includes the concept of 'clinical training' as embodied in the National Law.

Prospective student A person (whether within or outside Australia) who intends to become, or who has taken any steps towards becoming a Student at IHNA.

Provider default means where the provider fails to start providing the course to the student at the location on the agreed-to start day or after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Provider Deferral: IHNA may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the college deems necessary to cancel the course.

Provider: Any Registered Training Organisation (RTO) or Higher Education Provider within Australia.

Q

Quality assurance involves systematic processes to ensure that training and assessment services meet specified standards. It includes rigorous assessment of training and assessment practices, compliance with regulatory requirements, continuous improvement measures and a commitment to delivering high-quality outcomes for students and industry stakeholders.

Quality Management IHNA Stakeholder Management System To maintain a desired level of quality in a service or product.

R

Reasonable adjustment refers to reasonable adjustment that can be made to facilities, documentation, learning and assessment, and support services which will facilitate access for disabled students and potential students and staff and ensure valid and reliable assessment decisions at a reasonable cost while meeting the special requirements for the individual(s).

Reassessment: Allows for resubmission of assessment tasks outside of regular assessment due dates in the event that a student's original submission was graded as Not Yet Competent (NYC).

Rest Break allows an employee to rest for a short period of time during work hours. Rest breaks are also referred to as 'crib breaks', 'rest pauses' or 'tea breaks'.

Rest Room Break is a short toilet break (5-10 minutes) at the workplace during working hours.

Recognition of Prior Learning (RPL) means 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 that individual meets the requirements specified in the training package or VET accredited courses. An assessment

process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Relationship Officer An individual who is responsible for building and maintaining positive relationships with agents or representatives working on behalf of IHNA.

Refund is a repayment of partial or full sum of money from IHNA to a student.

Representative (or Support Person): A representative, also called a support person, is someone who helps, goes with, and supports a complainant, respondent, or interviewee in matters related to this policy and its supporting procedures. A representative can be a friend or family member, a staff member, a delegate or student representative from the Student Representative Committee/ Council.

Recruitment: The process of identifying and hiring the most competent and highly qualified candidate (from within or outside of an organisation) for a job vacancy, in the most timely and cost-effective manner.

Risk is defined as 'the effect of uncertainty on objectives.

Risk management refers to the architecture (principles, framework, and process) for managing risks effectively.

Risk Management Framework helps to identify risks and mitigate their effect, achieve a comprehensive understanding of the business, create, maintain, and protect value in the business, protect students, staff and continuity of the business, continuous improvement from risk management perspective, meet and maintain quality and compliance to and VET Quality Framework expectations, enable formal monitoring and review of risk and become a low-Risk Provider. VET Quality Framework context, Risk Management involves 4 steps:

- **Identification:** Identify Indicators of Risk
- **Risk Assessment:** Risk Potential and Impact
- **Response:** Assessment Applications, Audits and Monitoring
- **Ongoing Review:** Audits, Monitoring Performance

Root Cause Analysis – A prevention tool that examines the individual processes within a system and uses a series of “why” questions to determine the reason for non-compliance/non-conformance.

Roster: The scheduled days on which students are required to attend the placement facility to fulfill their placement obligations.

RTO code stands for Registered Training Organisation code. It is a unique identifier assigned to each registered training organisation (RTO) by the Australian Skills Quality Authority (ASQA). or other regulatory body responsible for overseeing vocational education and training (VET) in Australia. The RTO code is used to distinguish and identify

individual training providers across the country, ensuring transparency and accountability in the VET sector. This code is required to be displayed on all qualifications and statements of attainment issued by the RTO.

RTO means Registered Training Organisation.

Rule - A legal statement of the authorities and requirements for a function of the Institute governance, governance process, or an activity involving decisions that have major consequences for students or staff and may be prone to dispute. It must define requirements fully and unambiguously, as a direct statement of the intentions of the institute committees.

S

Satisfactory progress Students who are meeting all or most of their assessment deadlines, the required volume of learning and achieving satisfactory outcomes for all or most of the competencies being assessed are deemed to have satisfactory progression.

Scholarly Activities: Discovery of new knowledge; Development of new technologies, methods, materials, or uses; and integration of knowledge leading to new understanding.

Scope of registration means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

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

Self-determination is the internationally recognised right of Indigenous peoples to control their own affairs, maintain their culture and heritage and determine their own future.

Senior Secondary Certificate of Education: Refers to a certificate of education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of year 12.

Services means training, assessment, educational and support services, and/or activities related to recruiting prospective learners. It does not include student counselling, mediation, or ICT support services.

Services means training, assessment, related educational and support services and/or activities related to the enrolment of prospective learners.

Sexual Harassment: IHNA has a zero-tolerance approach to sexual assault and sexual harassment and other forms of harmful misconduct. Sexual harassment is when a person makes an unwelcome sexual advance, or an unwelcome request for sexual favours to another person, and/or engages in any other unwelcome conduct of a sexual nature in relation to another person. Examples of sexual harassment:

- Intrusive questions or statements about a person's private life
- Repeatedly asking a person for sex or dates

- Offensive sexual comments or jokes
- Sexually suggestive behaviour such as leering or staring.

Sexual Assault: Sexual assault occurs when a person is forced, coerced, or tricked into sexual acts against their will or without their consent. The act is often perpetrated by someone known to the person and can leave them feeling threatened, uncomfortable or frightened. Sexual assault is a crime and is not the victim's fault. Examples of sexual assault:

- comments about a person's private life or the way they look
- sexually suggestive behaviour, such as leering or staring
- brushing up against someone, touching, fondling, or hugging
- sexually suggestive comments or jokes
- displaying offensive screen savers, photos, calendars, or objects
- repeated requests to go out
- requests for sex
- sexually explicit emails, text messages or posts on social networking sites.
- Sexual assault. Consent must be given, and it should be informed and free from intimidation. A person who is asleep or under the influence of drugs or alcohol cannot give informed consent.

Students at risk: Students who have failed to:

- Maintain satisfactory attendance;
- Demonstrate a satisfactory level of knowledge and/or skill according to their current scope of practice.
- Maintain an appropriate standard of professional conduct.
- Meet the fitness to practice requirements

Skill set means '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. Skill set refers to a single or combination of units of competency from a training package that is grouped together to provide learners with a specific set of skills and knowledge. These skill sets are designed to meet industry needs or specific job roles and are smaller than full qualifications. Skill sets can be standalone, meaning they do not lead to a formal qualification, or they can be nested within a qualification framework. They allow individuals to acquire targeted skills relevant to particular tasks or job requirements, providing flexibility in training and workforce development.

Skills First means the funded training program managed by the Department of Education and Training in Victoria.

Smart and Skilled is a funded vocational education and training (VET) program managed by the NSW Government.

Skills Assessment is the process of identifying the training needs of employees.

Staff: All the present and past employees of the Health Careers International (HCI) group of companies including but not limited to IHNA.

Standards for Registered Training Organisations 2015 (Standards) is a set of regulations and requirements established by the Australian Skills Quality Authority (ASQA) to ensure the quality and consistency of vocational education and training (VET) services in Australia. The Standards can be accessed from www.asqa.gov.au.

Standards: means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at <https://www.asqa.gov.au/>

Standards: Standards for Registered Training Organisations 2015

Statement of Attainment is an official document that certifies a learner's successful completion of specific unit(s) of competency or module(s) within a training program. It confirms that the individual has attained particular skills and knowledge in those specified areas.

Statement of attainment means 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: Detailed information for each prospective student, which sets out fees and other information required by the National RTO Standards and various funding body requirements.

Statement of Covered Fees: Detailed information for each prospective student, which sets out fees and other information required by the National RTO Standards and various funding body requirements.

Statistically valid means, 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 taught, trained and/or assessed by the RTO as part of a course of study that leads to an AQF qualification. Refers to all persons enrolled in a unit of competency or a course who are, or would be, entitled to apply for a VET Student Loan under the VET Student Loan Act 2016.

Student Default: Where an international student does not start a course, cancellation from a course, fails to pay tuition fees, and breaches a condition of their student visa or misbehaviour by student.

Student lifecycle means the recurring IHNA processes and experiences for individuals from prospective student applicant, student, alumni, and parent of a future student.

Student Support Officer or equivalent: Includes a student counsellor/student support services officer/advisor or welfare officer appointed by the Institute and working at the Institute or, in the case of Students.

Students: refers to all persons enrolled in a unit of study who may be eligible to apply for a VET Student Loan under the Act.

Study period is defined as one term of the course in which the student is enrolled. Where the course duration is of one year or more, i.e. Diploma of Nursing, the study period is defined as a semester, usually of 20 weeks duration. Where the course duration is less than one year i.e. Certificate Courses, the study period is defined as a “term”, usually of 10 to 12 weeks duration.

Study Period: A discrete period of study within a course, namely a semester or trimester, in which a student undertakes and completes units of study.

Subsidised student (funded fee student): Subsidised student (funded fee student) means a student enrolled in a VET course for whom IHNA Training receives funding from a state or territory (the “subsidising state or territory”) about the VET student’s enrolment in that VET course of study.

Suitability and Relevance: The quality of being right or appropriate for a particular person, purpose, or situation as well as the experience that is either directly applicable to the personal aspirations, interests, or cultural experiences of students (personal relevance) or that are connected in some way to real-world issues, problems, and contexts (life relevance).

Suspension: Refers to the temporary removal of a student from IHNA. The purpose of the suspension is to seek a solution for an alleged incident of student misconduct/misbehaviour.

Survey is surveys are a means of collecting information for analysis obtained through written, oral or online questions. This includes, but is not limited to, surveys, face-to-face interviews, telephone interviews and focus groups.

T

Teach-out period describes the timeframe allocated to an ‘expiring/expired accredited program’ for current students to complete the program they initially enrolled in.

Teach-out Plan refers to a plan that describes how the academic program will be discontinued and how the impact on students concerned will be minimised.

Termination: Final step in the progressive employee discipline process where his or her employment with the employer is permanently severed.

Tasks: Specific activities students must complete to meet the criteria for satisfactory performance or assessment.

Testamur: An official certification document that confirms that a qualification has been awarded to an individual

TGA: training.gov.au (official National Register of Information on Training Packages, Qualifications, Courses, Units of Competency and Registered Training Organisations (RTOs).

The Act: refers to the VET Student Loans Act 2016.

Third party means any party that provides services on behalf of the RTO but does not include a contract of

employment between an RTO and its employee.

Trainers in the context of Australia's vocational education and training (VET) sector are individuals authorised to deliver nationally recognised training on behalf of a Registered Training Organisation (RTO).

Trainer/Assessor are trainers/assessors who teach a course at IHNA and who are involved with assessing and guiding the students in their respective courses.

Training and Assessment Strategy (TAS) means a framework that guides the learning requirements and the teaching, training and assessment arrangements of a VET qualification/skill set. It is the document that outlines the macro-level requirements of the learning and assessment process.

A Training and Assessment Strategy (TAS) is a comprehensive plan developed by a Registered Training Organisation (RTO) that outlines how a specific training product, such as a qualification, skill set, or unit of competency, will be delivered and assessed for a particular learner cohort. It ensures that the training and assessment provided are structured, consistent, and tailored to meet both the learners' needs and industry requirements. A well-constructed TAS serves as a blueprint for delivering high-quality vocational education and training, aligning educational outcomes with industry expectations and learner needs

Key Components of a TAS:

- Training Product Details: Identification of the qualification or units of competency to be delivered.
- Target Learner Cohort: Description of the learners' characteristics, including their existing skills and knowledge.
- Mode of Delivery: Methods by which training will be delivered (e.g., face-to-face, online, blended).
- Assessment Methods: Strategies and tools used to assess learners' competencies.
- Amount of Training: Duration and volume of learning, considering the learners' prior experience and the complexity of the training.
- Resources Required: Facilities, equipment, and materials needed for effective training and assessment.
- Industry Engagement: Evidence of consultation with industry stakeholders to ensure relevance and currency of the training.
- Review Processes: Mechanisms for ongoing evaluation and improvement of the training and assessment practices.

Training Packages are the components of a training package endorsed by the Industry and 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 means AQF qualification, skill set, unit of competency, accredited short course and module.

Training Product means the components of a training product endorsed by the Australian Industry and Skills Committee in accordance with the Standards for Training Products. The endorsed components of a Training Product 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 various aspects of implementation.

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 within the RTO's scope of registration.

Transition contingency refers to the plan, if a Teach-out Plan is not possible or appropriate, for students to complete their course of study or similar course of study at another institution.

Transition Plan is a plan which allows students to move from their current course and complete a newly accredited equivalent or updated course, with no financial or academic impact. It incorporates available advanced standing a student would receive from their current course of study into their new course.

Training period is the length of time within which a particular course is conducted.

Tuition Fee A fee charged to cover the cost of teaching and related services and capital facilities relating to courses, paid to the institution. These fees may be received by the institution directly or indirectly from the overseas student, an intending overseas student or another person who pays the fees on behalf of an overseas student or intending overseas student.

Tuition Fees: refers to fees paid by students for a VET Unit of Study that is approved for VET Student Loans, and also applies to students who would be entitled to VET Student Loans under the Act.

Tuition Protection Scheme is a government scheme setting out the conditions for fee collection, refunds, financial management and student placement in the event of provider default. The TPS applies only to international students and CRICOS providers.

Tuition Protection Services: This initiative of the Australian Government assists students to either continue their studies through another course or a different provider, or to be provided a refund or loan re-credit for education and training they paid for but did not receive.

U

Unauthorised use of ChatGPT or other Generative AI tools: Unauthorised utilisation of ChatGPT or similar Generative AI tools constitutes cheating or plagiarism in Academic Integrity. Nevertheless, some educators may permit restricted usage of Generative AI tools for brainstorming, provided proper citation, and may consider its use on a case-by-case basis.

Unit of Competency means the specification of knowledge and skill and the application of that knowledge and skill to the standards of performance required in the workplace as defined in a training package.

Unit of study is a single component of a course/qualification, or a stand-alone unit, that has been approved/accredited.

Units-Units are the component parts of accredited courses (this includes HE, Non-Award Courses) that are designed as discrete entities but also complement other Units to form a coherent course of study that leads to the learning outcomes of an award course. Each Unit has a distinct set of learning outcomes, the achievement of which is measured through appropriate assessment tasks.

Unsatisfactory Progress A student's progress is deemed to be unsatisfactory if they miss three or more assessment deadlines or fail to achieve satisfactory outcomes in three or more of the units of competency being assessed.

Unique Student Identifier (USI) is a free, permanent national identifier for all individuals undertaking registered vocational education and training (VET) in Australia. It acts as a lifelong unique educational reference number for student achievements, allowing them to track qualifications throughout the educational journey and simplify enrolment in future VET courses.

V

Validation is the quality review of the assessment process. Validation involves confirming 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. Validation is of two types:

- **Pre-Assessment Validation** (Assessment Tool Validation prior to the training delivery and assessment)
- **Post-Assessment Validation** (Judgement validation with sample of student assessments)

VET accredited course means a course accredited by the VET regulator in accordance with the Standards for VET Accredited Courses.

VET Course of Study: a VET course of study eligible if each of the VET units of study forming part of the course meet the course requirement for VET Student Loans.

VET Regulator means the National VET Regulator and 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:

- the National VET Regulator; and
- 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 Student Loan (VSL) is a Commonwealth assistance loan that helps eligible students, studying for a diploma qualification or higher, to pay their tuition fees. Students who qualify for the VSL still need to make upfront payments for materials and auxiliary fees and the Student Services and Amenities Fee (SSAF).

VET Student Loans: VET Student Loans is a loan program that assists eligible students enrolled in higher level vocational education and training courses at approved course providers to pay their tuition fees.

VET unit of study: Published units of study that forms part of an Approved course/VET Course of Study.

VET-accredited course is a nationally recognised vocational education and training (VET) program that has been formally approved by the Australian Skills Quality Authority (ASQA) or another VET regulator. These courses are designed to meet industry, enterprise, and community needs and provide learners with the skills and knowledge required for specific occupations or roles. VET-accredited courses must comply with the Standards for VET Accredited Courses and are included on the National Register (training.gov.au). Upon successful completion, students receive an AQF qualification or a statement of attainment.

VET Quality Framework is a set of national standards and guidelines in Australia designed to ensure the quality and consistency of vocational education and training services. The framework provides a systematic approach to assessing and monitoring the performance of RTOs to maintain high standards in the delivery of VET programs. The key components of the VET Quality Framework include:

- Standards for Registered Training Organisations (RTOs) 2015 – standards to ensure nationally consistent, high-quality training and assessment across Australia's VET system.
- Training Packages and Accredited Courses—which outline the skills and knowledge required for specific industries or occupations. RTOs must deliver training in accordance with the relevant training package or accredited course;
- Australian Qualifications Framework (AQF)—which is the national policy for regulated qualifications in Australian education and training;
- Data Provision Requirements—which sets out the requirement for providers to supply ASQA with data upon request, and to submit quality indicator data annually;
- Fit and Proper Person Requirements—which specify the suitability requirements of individuals involved in the operation of a registered training organisation;
- Financial Viability Risk Assessment Requirements—which relate to training organisations' ability to meet financial viability requirements.

VET Quality Framework comprises:

- the Standards for Registered Training Organisations;

- the Australian Qualifications Framework;
- the Fit and Proper Person Requirements;
- the Financial Viability Risk Assessment Requirements;
- the Data Provision Requirements.

Vocational Education and Training (VET) Provider: An Education Provider that is registered with the Australian Skills Quality Authority (ASQA) to provide accredited courses in vocational education and training.

Volume of learning is a guide to describe how long a learner who does not hold any of the competencies identified in the relevant units of competency or modules would take to develop all the required skills and knowledge. The volume of learning includes all teaching and learning activities such as guided learning (classes, lectures, tutorials, online or self-paced study), individual study, research, learning activities in the workplace and assessment activities. The amount of training provided by an RTO is part of the overall volume of learning and relates primarily to formal activities, including classes and other activities, as well as workplace learning.

VSL: VET Student Loan.

W

Worldview means a set of beliefs and values that are honoured and withheld by a number of people.

Withdrawal means a student who wishes to withdraw from a commenced course.

Y

Young Person means a person who is currently under 18 years of age, whether enrolled as a student. The plural of 'young person' in this Policy is 'young people'.