

Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

A

Academic Appeal

is defined as an instance where a student makes a written submission disputing an academic/assessment result.

Policy In: Academic Appeals Policy VET

Academic Board (AB)

is responsible for academic governance of higher education and vocational education programs accredited under the provider registration of LCBA.

Policy In: Policy Development and Review Policy; Student Selection and Admissions Policy

Academic Board (AB)

In order to ensure independent and effective academic governance, advance its educational and academic purposes and protect and promote academic integrity and quality, the Corporate Board (CB) has appointed appropriately qualified people to an independent, unincorporated body known as the AB. The AB and the Committees responsible to it develop, implement and review academic policies and oversee curricula for and the delivery of LCBA courses.

Policy In: Course Review Policy HE

Academic Committee

refers to the body that ratifies student marks and grades at the delivery institution level.

Policy In: Assessment Policy HE

Academic credit

is a benefit provided to a student by waiving one or more of the normal requirements for completion of a course of study (from TEQSA Guidance Note: Credit and Recognition of Prior Learning)

Policy In: Advanced Standing Policy HE

Academic Excellence Awards

(also referred to as “Meritorious Awards”) recognise excellence in academic achievement and are granted to eligible students.

Policy In: Conferral of Qualifications, Awards and Graduation Policy HE

Academic Integrity

involves undertaking academic activity in a responsible way so as to ensure information and ideas are generated and communicated in an honest and ethical way and that use of others’ ideas and writing are acknowledged.

Policy In: Academic Integrity Policy; Intellectual Freedom Policy HE

Academic Integrity Officer (AIO)

refers to an academic member of staff who manages cases of academic misconduct.

Policy In: Academic Integrity Policy

Academic misconduct

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

'Academic misconduct' refers to:

- plagiarism (see definition below),
- breaches of the examination procedures,
- presenting data that has been copied, falsified or in any way obtained improperly,
- including material in individual work that has involved significant assistance from another person, unless this is specifically allowed in the unit of study outline or assessment guidelines,
- providing assistance to a student in the presentation of individual work, unless this is specifically allowed in the unit of study outline or assessment guidelines,
- falsifying or misrepresenting academic records, or any other documents,
- providing assessments to other current or future students,
- using a writing service or individual to write assessments (irrespective if payment is made or not), and any other actions that contravene the principles of academic integrity.

Policy In: Academic Integrity Policy

Academic Progress

means a student's progress towards successful completion of the academic requirements of the course in which they are enrolled.

Policy In: Assessment Policy HE; Assessment Policy VET; Learning Support Policy HE; Learning Support Policy VET

Academic Progress (HE)

Means a student's progress towards successful completion of the academic requirements of the course of study in which they are enrolled. There are three categories of academic progress status:

- Satisfactory academic progress;
- At risk of unsatisfactory academic progress;
- Unsatisfactory academic progress.

Policy In: Academic Progress Policy HE

Academic Progress (VET)

means a student's progress towards successful completion of the academic requirements of the program in which they are enrolled.

Policy In: Learning Support Policy VET

Academic Review Periods

The teaching periods from which results are collated to identify students who are making unsatisfactory progress. Academic review is also conducted when secondary assessment grades are finalised to identify students who have not improved their grades as a result of secondary assessment.

Policy In:

Academic transcript

is a record of all learning leading to an AQF qualification or an accredited unit in which a student is enrolled and is issued by an authorised issuing organisation (AQF 2013).

Policy In:

Academic Year

means the period from the first day of the Study Period of any year, to the day preceding the first day of the first Study Period of the following year, both inclusive

Policy In: Assessment Policy HE

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Acceptable

activities in relation to the use of network, email and internet services are those that conform to the purpose, goals, and mission of Le Cordon Bleu Australia (LCBA) and to each user's job duties and responsibilities.

Policy In: IT Acceptable Usage Agreement

Access and Equity

means policies and approaches aimed at ensuring responsiveness to the individual needs of students whose age, gender, cultural background, disability, sexuality, language proficiency, literacy or numeracy level may present a barrier to access, participation and/or achievement of learning outcomes

Policy In: Access and Equity Policy

Admission pathway

Is any one of the options available to a prospective higher education student that will enable them to meet the entry requirements of their chosen courses.

Policy In: Student Selection and Admissions Policy

Advanced Standing

is a form of academic credit for any previous learning including formal, informal and non-formal learning. It is achieved through processes such as Credit Transfer and Recognition of Prior Learning. A student granted Advanced Standing will be exempt from enrolling in part of a course of study.

Policy In: Advanced Standing Policy HE; Student Selection and Admissions Policy

Affiliated institution

refers to an education provider that has entered into a formal third-party delivery arrangement with LCBA and/or that is part of Le Cordon Bleu network.

Policy In:

Agent Agreement

otherwise known as the 'Accredited Sales Agent's Agreement', refers to a legal agreement between LCBA and an Education Agent outlining the obligations and responsibilities of all parties to the agreement.

Policy In: Education Agent Management Policy

Agent Agreement Addendum

refers to an agreed-upon addition signed by all parties to the original agreement. It details the specific terms, clauses, sections and definitions to be changed in the original agreement but otherwise leaves it in full force and effect. Where 'Agent Agreement' is referred to within this document, it is implied that all addendums are jointly referred to under the broad term 'Agent Agreement'.

Policy In: Education Agent Management Policy

Appeal

is an instance where a student makes a written submission disputing a decision made by or on behalf of LCBA.

Policy In: Student Complaints and Appeals Policy

Appellant

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

refers to the person (student) lodging the academic appeal.

Policy In: Academic Appeals Policy VET

Applicant

is a person who has already lodged an application to study a specific course

Policy In: Student Selection and Admissions Policy

Approval Authority

is the governance committee responsible for the carriage of changes in company policy with the authority to approve new Policy or major revisions of existing Policy.

Policy In: Policy Development and Review Policy

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.

Policy In:

AQF qualification

means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

Policy In:

Articulation agreement

refers to formal documentation specifying an agreed articulation arrangement between education providers.

Policy In:

Articulation arrangements

refers to policies, procedures, processes, and provisions enabling students to progress from a completed qualification to another with admission and/or credit in a defined qualification pathway. Articulation arrangements may be agreed between education providers.

Policy In: Advanced Standing Policy HE

Assessment

Is a process of gathering and evaluating evidence of a student's performance to determine their achievement of the specified learning outcomes.

Policy In: Assessment Moderation Policy HE; Academic Integrity Policy; Assessment Policy HE

Assessment (VET)

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 expected 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.

Policy In: Credit Transfer and Recognition of Prior Learning (RPL) Policy VET; Assessment Policy VET; Academic Progress Policy VET

Assessment Period

Each teaching period consists of a teaching period and an assessment period. The assessment period occurs after the teaching period is complete. Final summative assessment, including examinations, occurs during the assessment period.

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Policy In:

Assessment task

Is an activity that constitutes all or part of an assessment, including a range of written and oral methods and practice or demonstration. The tangible output of the student's completion of an assessment task (e.g. text, image, presentation) may be referred to as an 'assessment piece.'

Policy In: Assessment Policy HE; Academic Integrity Policy; Assessment Moderation Policy HE

Assessor

An assessor is a person who has the specific competencies and qualifications required under the Standards for RTOs and relevant Training Package to be able to assess a learner's competence.

Policy In: Student Selection and Admissions Policy

Assurance of Learning (AoL)

is the title given to an ongoing process in an education provider that is designed to ensure that Unit and Course Learning Outcomes are achieved. The process reflects the commitment of LCBA to quality student learning and continuous improvement of the curriculum.

Policy In: Course Development Policy HE

At risk of unsatisfactory academic progress

Students will be deemed to be at risk of unsatisfactory academic progress when they:

- Receive a result of Not Yet Competent in more than 50% of the units of competency attempted in one study period; or
- Receive a result of Not Yet Competent twice for the same unit of competency.

Policy In: Academic Progress Policy VET

ATAR

The Australian Tertiary Admission Rank (ATAR) is a ranking from 30 (lowest) to 99.95 (highest) agreed by COAG as a nationally equivalent measure of a person's relative academic ranking within their complete age cohort in the year they graduated from senior secondary school (including those who did not complete Year 12 or completed by were not eligible for an ATAR). The ATAR is derived from the scaled scores achieved for senior secondary school subjects. The specific calculation used is different in each state and territory, but the result is designed to be nationally equivalent.

Policy In: Student Selection and Admissions Policy

Attendance Requirements

100% participation of scheduled classes including Work Integrated Learning.

Policy In: Student Attendance Policy

Australian Certification Documentation

is a set of official documents that confirms that an AQF qualification or Statement of Attainment has been issued to an individual.

Policy In: Results and Conferral of Awards Policy VET

Australian Qualifications Framework (AQF)

is the national policy for regulated qualifications in Australian education and training.

For VET policies – add the following:

For LCBA's culinary programs, LCBA may award the following qualifications:

- SIT60316 Advanced Diploma of Hospitality Management

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

- SIT30816 Certificate III in Commercial Cookery
- SIT31016 Certificate III in Pâtisserie
- SIT40516 Certificate IV in Commercial Cookery
- SIT40716 Certificate IV in Pâtisserie.

Policy In: Conferral of Qualifications, Awards and Graduation Policy HE; Results and Conferral of Awards Policy VET

Authenticity (in Rules of Evidence)

The assessor is assured that the evidence presented for assessment is the learner's own work.

Policy In:

Authorised Signatory

refers to the owner or individual with delegated authority from the agency to sign an individual Agent Agreement.

Policy In: Education Agent Management Policy

Award

means a degree, diploma or certificate approved by the Academic Board which may be conferred or granted by LCBA.

Policy In: Conferral of Qualifications, Awards and Graduation Policy HE; Results and Conferral of Awards Policy VET; Results and Grades Policy HE

B

Benchmark

A point of reference against which something may be measured.

Policy In:

Benchmarking

An umbrella term referring to the comparison and analysis of data related to businesses or institutions; and therefore to the monitoring and measurement (using relevant metrics) of existing organisational quality and performance, principally via external referencing; and internally, against previously collated in-house data. Benchmarking therefore provides LCBA with the essential parameters of best practice or with other information that can inform strategies to improve education delivery and student learning performance and outcomes.

Benchmarking may include:

- organisational benchmarking: comparisons are made at the organisational level (institution, administration, faculty/department/school, discipline; also course and unit levels),
- course curriculum benchmarking: course design and student performance,
- process benchmarking: involving comparisons of particular administrative or academic processes and practices,
- outcomes benchmarking: compares outcomes-related data (e.g., grade and surveys), especially student outcomes,
- best practice benchmarking: where the provider selects a comparator thought to be at the forefront in the area identified to be benchmarked.

LCBA further defines benchmarking in terms of:

- formal relationships: may involve a benchmarking exercise or an ongoing series of exercises that are designated in a formal memorandum of understanding or employ a portal such as the Peer Review Portal,

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

- informal relationships: often deriving from personal connections, usually involving an agreement to benchmark a process, course or unit content,
 - membership relationships: where the organisation participates in collecting and sharing information facilitated wholly or in part by a particular organisation (e.g., CAUTHE, COPHE, HERDSA etc.),
 - internal benchmarking, where the benchmarking occurs across organisational units within the one organisation (either LCBA or a partner organisation),
 - methodological approaches: There are numerous benchmarking methodologies, including process, outcome, sector/functional, strategic, activity, internal, performance, public information, competitive, horizontal and vertical benchmarking,
 - LCBA's annual cycle of continuous improvement.
 - In taking a number of forms, benchmarking may be broadly characterised in terms of three dimensions:
 - the nature of the benchmarking exercise,
 - the organisational level at which it is undertaken,and the internal and external partnership arrangements involved.
- LCBA's academic and non-academic objectives are clustered as follows:
- Academic Processes – e.g. quality assurance of learning and teaching, curriculum development and review, staff professional development, and academic integrity,
 - Infrastructural Capacity - e.g., capacity to deliver quality learning outcomes and student experience using technologies and applications; sustainable practice, cycles of review and improvement to infrastructure,
 - Organisational Behaviour - e.g., team-building, efficiency management, human resources management, approaches to quality assurance team management,
 - Compliance - e.g., comprehensive monitoring of changes to legal and regulatory statutes and the implementation of changes to meet or better national academic specifications [Australian Qualification Framework] and regulatory standards [TEQSA].

Policy In:

Bilingual Print Dictionary

A dictionary that translates words or phrases from one language to another, without providing a definition of the word in either language.

Policy In:

Block credit

refers to credit granted for whole stages or components of a course.

Policy In:

Bullying

is defined as unfair treatment, excessive criticism, persistent nit-picking, intimidating, aggressive or undermining behaviour which makes the recipient(s), feel upset, humiliated, threatened or vulnerable and undermines their self-confidence and integrity.

Policy In: Staff Social Media Policy; Student Social Media Policy; Student Code of Conduct

Business Attire

- White shirt
- Black pants, black belt or black skirt (at least knee length)
- Black shoes (closed-in, non-slip, leather upper, low heel)
- Black socks with trousers and stockings (not tights) with skirt.

Policy In: Student Dress Code Policy

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

C

Cancellation of enrolment

is the term used to describe the termination of enrolment, after due process has been followed in any particular case.

Policy In: Enrolment Policy

Census Date

is the date on which LCBA finalises student enrolments. Students cannot withdraw or defer from an enrolled unit after 11:59pm on the census date without incurring financial liability for full tuition fees and receiving a grade for the unit. For domestic students who have government support, it is also the last opportunity to make up-front fee payments, the latest date to apply for FEEHELP and the day they become liable for FEEHELP debts. Census dates for each study period are available on the Le Cordon Bleu Australia website.

Policy In: Enrolment Policy; Fees and Refunds Policy-Domestic Students

Certification documentation

is the set of official documents that confirms that a qualification has been completed and awarded to an individual.

Policy In: Conferral of Qualifications, Awards and Graduation Policy HE

Chef's uniform - kitchen attire

- Le Cordon Bleu white chef's jacket
- Chequered Chef's trousers
- Blue neckerchief
- Appropriate black shoes
- White apron
- Hair net
- Chef's hat
- Le Cordon Bleu name badge
- Approved safety shoes need to be worn in the kitchen at all times (full leather, with a non-slip, salt and acid resistant sole).

Policy In: Student Code of Conduct

Co-delivery partners

are the institutions that provide training and assessment in LCBA's education programs.

Policy In: Learning Support Policy VET; Academic Progress Policy HE

Commencement Date

is the first day of the first week in any term of study during an academic year.

Policy In: Enrolment Policy

Commencing students

refers to students who have accepted LCBA program offers and have yet to commence their program of study.

Policy In: Enrolment Policy

Community Service

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Non-academic activities that impose some restriction on a student's capacity to participate in, or complete an assessment requirement, for example elite athletes, elite performers, jury duty and Defence Forces service.

Policy In:

Compassionate or compelling circumstances

are usually beyond the control of the student and are considered to have an impact on the student's ability to successfully progress through their program of study. The staff of LCBA and its delivery partners will use their professional judgement to assess each case where students make a request on the grounds of compassionate or compelling circumstances, and will consider documentary evidence provided by students to support their claims.

These circumstances could include:

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

Policy In: Academic Appeals Policy VET; Student Attendance Policy; Student Complaints and Appeals Policy; Enrolment Policy

Complainant

refers to the person making a complaint or appeal

Policy In: Student Complaints and Appeals Policy

Complaint

is an expression of dissatisfaction with the attitude, conduct or service of a staff member and/or the delivery of a product by either LCBA or its delivery partner institutions

Policy In: Student Complaints and Appeals Policy

Conferral

means the act of granting an award to a student either in person or in absentia at an official ceremony after completion of their course requirements

Policy In: Conferral of Qualifications, Awards and Graduation Policy HE; Results and Grades Policy HE

Confirmation of Enrolment

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

Policy In: Enrolment Policy; Credit Transfer and Recognition of Prior Learning (RPL) Policy VET; Overseas Student Transfer Between Registered Providers Policy

Constructive Alignment

the system of aligning learning tasks to learning outcomes and formal assessments (e.g., essays, exams, etc.)

Policy In:

Continuing students

refers to students who have commenced their program of study with LCBA and who, in some cases after period of withdrawal, continue their course of study.

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Policy In: Enrolment Policy

Continuous Assessment Tasks

These occur within scheduled class time and do not require additional preparation time beyond normal class participation. A course may contain multiple continuous assessment tasks during a study period. Collectively these are known as a set of continuous assessment tasks.

Policy In:

Continuous Improvement

Consistently striving to improve products and/or services according to the highest standards.

Policy In: Course Review Policy HE

Contract cheating

is a form of academic misconduct in which students employ or use a third party to undertake their assessed work for them.

Policy In: Academic Integrity Policy

Corporate Board (CB)

is responsible for corporate governance and decision-making.

Policy In: Course Development Policy HE; Course Review Policy HE

Counsellor

refers to an employee of an Accredited Agent who provides recruitment advice to prospective students.

Policy In: Education Agent Management Policy

Course

means a set of units or a higher degree by research program approved by the Academic Board, and which when satisfactorily completed normally qualifies a student for an LCBA award

Policy In: Assessment Policy HE; Learning Support Policy HE; Course Review Policy HE; Academic Progress Policy HE

Course Accreditation

Is a formal process through which a course of study is authorised to be offered by a higher education provider.

Policy In: Course Development Policy HE

Course Advisory Working Group (CAWG)

refers to a working group convened by the Learning, Teaching and Quality Committee (LTQC) to provide academic and industry advice on major changes to existing courses or new course proposals. The CAWG will seek the advice of internal and external stakeholders, including academic and industry representatives

Policy In: Course Development Policy HE

Course External Advisory Panel (CEAP)

The CEAP is normally convened by the AB Chair, whenever deemed necessary, in order to provide industry and content specific advice and guidance on each broad discipline as this relates to the development and ongoing revision of the LCBA's higher education courses. Individual CEAP members or groups of CEAP members are contacted according to need as this relates to specific

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

calls for advice. The CEAP may however at any time be convened for the purpose of course review.

Policy In: Course Review Policy HE

Course Fees

Are the costs payable by a student in order to undertake the program delivered by LCBA. This includes tuition fees covering the provision of the program, course or subject; administration fees and additional charges such as non-tuition material costs as set by LCBA.

Policy In: Fees and Refunds Policy-Domestic Students; Fees and Refunds Policy-Overseas Students

Course of Study (Course)

means a structured sequence of Units and/or workplace learning that leads to the award of a qualification

Policy In: Course Development Policy HE

Course Outline

The document provided to students detailing course content, learning outcomes and assessment requirements.

Policy In:

Course Review Working Group

An ad hoc group formed by the Dean and approved by AB for the sole purpose of conducting one or more course reviews in collaboration with other LCBA committees, panels and internal and external stakeholders in accordance with its terms of reference.

Policy In: Course Review Policy HE

Course Site

The learning and teaching website for a specific course. Students enrolled in a specific course can access all course learning activities, resources and administrative information from the course site.

Policy In:

Credit

Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation or recognition of prior learning (RPL) or advanced standing.

Policy In: Student Selection and Admissions Policy; Credit Transfer and Recognition of Prior Learning (RPL) Policy VET

Credit transfer

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

Policy In: Advanced Standing Policy HE; Student Selection and Admissions Policy

Criminal conduct

Is any act, for example, theft, assault, fraud, possession/supply of illicit drugs, which may result in charges being laid against the student by the relevant state or federal police.

Policy In: Student Code of Conduct

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Criterion referenced assessment

The assessment of student performance against pre-determined criteria related to the course objectives and graduate qualities. The criteria by which work will be judged are made explicit and the grade awarded reflects how well the student has met the criteria.

Policy In:

Critical Incident

Is an incident in which there is a high likelihood of traumatic effects. Critical incidents are typically sudden, powerful events which are outside the range of ordinary human experiences. Examples of a critical incident:

- Death (including deaths of a dependent):
 - o Accidental
 - o Suicide
 - o Result of an injury or terminal illness
 - o Murder
- Serious illness or injury or any threat of these (including coma, permanent or temporary incapacity, or diagnosis of a life-threatening state)
- Natural disaster
- Any powerful event which overwhelms a person's usual ability to cope e.g., severe verbal or psychological aggression
- Issues such as domestic violence, sexual assault, drug or alcohol abuse
- Missing student(s)
- Non-life threatening critical incidents:
 - o Cyberbullying
 - o Sexual harassment or assault
 - o Accidents that led to temporary disability

Policy In: Student Critical Incident Policy; Staff Critical Incident Policy

Currency (in Rules of Evidence)

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Policy In:

Cyberbullying

is the use of the Internet and related technologies to harm or harass other people in a deliberate, repeated and hostile manner.

Policy In: Staff Social Media Policy; Student Social Media Policy

D

Data Provision Requirements

are the requirements for data provision as agreed by the Industry and Skills Council and implemented by the VET Regulator as required by its governing legislation.

Policy In:

Defer

Is an action taken to temporarily delay or postpone the commencement of study.

Policy In: Fees and Refunds Policy-Domestic Students; Fees and Refunds Policy-Overseas Students

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Deferral

refers to an approved delay in commencing or continuing a LCBA program.

Policy In: Enrolment Policy

Delivery partners

are the third party providers contracted by LCBA to deliver part or all of a course or its constituent units of study. Also referred to as a 'Co-Delivery Partner'.

Policy In: Academic Integrity Policy; Assessment Moderation Policy HE; Learning Support Policy HE; Student Welfare Policy

Deposit

Is the amount specified in a 'Letter of Offer' and payable by a commencing student to the Provider on acceptance of an offer of enrolment.

Policy In: Fees and Refunds Policy-Domestic Students

Directory of External Experts

A register of external experts that can fulfil validation objectives with regard to courses or processes.

Policy In: Course Review Policy HE

Disability

refers to any temporary or permanent impairment (intellectual, psychiatric, cognitive, neurological, sensory, learning or physical - or a combination of these), that results in substantially reduced capacity in learning or mobility.

Policy In: Access and Equity Policy

Discrimination

refers to the unjust, exclusive or prejudicial treatment of individuals or a group of people, based on their differences, such as background, race, age, or sex, gender, religion or disability.

Discrimination may be either:

- Direct - actions that specifically exclude a person or group of people from a benefit or opportunity;
- Indirect - actions where rules, practices and decisions are used to perpetuate an unequal situation and significantly reduce a person's chances of obtaining or retaining a benefit or opportunity;
- Systemic - actions which are perpetuated by rules, practices and actions that are discriminatory and which disadvantage a group of people because of their status or characteristics.

Policy In: Access and Equity Policy; Student Code of Conduct

Diversity

is the recognising and valuing of individual differences

Policy In: Access and Equity Policy

Domestic Student

means a student who is not an overseas student.

Policy In:

Double-blind marking

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

is the process by which a piece of work is marked by two markers, who agree a final mark (or marks) for the purpose of classification. In 'double blind' marking, which is a version of double marking, neither marker is aware of the other's assessment decision in formulating their own mark.

Policy In: Assessment Moderation Policy HE

E

Editorial Review

is a category of Policy review. It involves grammatical or spelling changes that do not constitute material changes to policy intent or meaning.

Policy In: Policy Development and Review Policy

Education Agent

refers to an individual person or organisation acting as an approved representative of LCBA for the purpose of recruitment of international students via an Accredited Agent Agreement.

Policy In: Education Agent Management Policy

Education Services for Overseas Students (ESOS)

refers to Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa.

Policy In: Overseas Student Transfer Between Registered Providers Policy

Educational partnership arrangements

refers to arrangements agreed with other education providers relating to the delivery of LCBA courses, including admission, academic credit, recognition of prior learning, student support, and quality assurance.

Policy In:

Emergency

is defined as an event, actual or imminent which occurs on or off-site; endangers or threatens to endanger life, property or the environment; and requires a significant and coordinated response.

Policy In: Student Critical Incident Policy

Emergency Critical Incident

means those incidents which involve the possibility of immediate or imminent threat or danger, physical and/or emotional distress to staff, students and other visitors of LCBA and which may be regarded as outside the normal range of experience of the people affected. The incidents may also require a response from emergency services, police or other national security or corruption agency

Policy In: Staff Critical Incident Policy

English Language Print Dictionary

A dictionary that contains words in the English language and provides information about meaning, pronunciation, origin and inflected forms. It does not include a thesaurus.

Policy In:

Enrolled Student

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

A student who has approved leave or load recorded on the student record system against a course, or on a single course basis, at the census date for at least one study period in an academic year.

Policy In:

Enrolment Cut-off Date

applies two weeks from the commencement date of each study term and the last day where an international student can enrol.

Policy In: Enrolment Policy

Equity

refers to the process of ensuring that all students are able to participate and benefit in their studies to the same level.

Policy In: Access and Equity Policy

ESOS Framework

refers to the Education Services for Overseas Students Framework, which regulates Australian education providers in their interactions with international students and includes the Education Services for Overseas Students Act 2000 of the Commonwealth of Australia (the “ESOS Act”) and related regulations.

Policy In: Education Agent Management Policy

Examination

Refers to a form of assessment in which a student is required to undertake specified academic tasks within a specified period of time. The location of the examination and access to external assistance is regulated.

LCBA examinations can be closed book, open book, or part-open book:

- Closed book examinations do not allow students to bring any materials into the examination room. Students who are eligible for agreed variations are entitled to bring the materials allowed
- Open book examinations allow students to bring all relevant materials into the examination room except books from the LCBA and/or delivery providers library
- Part-open book examinations allow students to bring materials into the examination room, as specified by the unit teacher and in the unit outline

Policy In: Academic Integrity Policy; Assessment Policy HE

Examination (Post graduate)

A form of final summative assessment where a student is required to undertake a specified academic task within a specified period of time, normally between one and three hours. The location of the examination and access to external assistance is regulated.

LCBA examinations can be closed book, open book, or part-open book:

- closed book examinations do not allow students to bring any materials into the examination room. Students who are eligible for an agreed variations are entitled to bring the materials allowed as agreed;
- open book examinations allow students to bring all relevant materials into the examination room except books from the LCBA and/or delivery providers library;
- part-open book examinations allow students to bring materials into the examination room, as specified by the course co-ordinator and in the course outline.

Policy In:

Exclusion

means the termination by LCBA of a student’s enrolment in a course for a specified period.

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Policy In: Student Selection and Admissions Policy

Experience based entry schemes

are a selection method used by higher education providers to assess and select students who may not have educational qualifications sufficient for an offer of admission to a course but who have other relevant work and life skills and experience that make them a suitable candidate.

Policy In:

Expulsion

refers to expelling a student, or students, from LCBA due to misconduct. Such students are not eligible to re-enrol unless at the discretion of the Dean.

Policy In: Enrolment Policy

Extenuating circumstances

relates to special circumstances that can mitigate against a decision not to grant a student the right to enrol. Examples include where the student:

- has engaged or threatened to engage in behaviour that is reasonably believed to be a danger to self or others
- has a medical condition, severe depression or psychological issues that impact on their wellbeing to such extent that LCBA is obliged to intervene on behalf of the student
- is at risk of committing a criminal offence
- is missing ('a missing person')

Policy In: Enrolment Policy

External assessment moderation

Is an independent review of samples of marked assessments by suitably qualified persons/s who have not been involved in the preparation or marking of the assessments under review or the development or delivery of the units of study being assessed.

Policy In: Assessment Moderation Policy HE

External referencing

means a process through which a higher education provider compares an aspect of its operations with an external comparator(s), e.g., comparing the design of a course of study and/or student achievement of learning outcomes with that of a course from another provider (TEQSA External Referencing Guidance Note).

Policy In:

F

means providing the same opportunity for every student to achieve the unit learning outcomes. A fair assessment clearly communicates the assessment requirements, including the criteria and standards by which the assessment will be marked.

Policy In: Assessment Moderation Policy HE; Assessment Policy HE

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Policy In:

refers to the Government loan scheme available to higher education students only.

Policy In: Fees and Refunds Policy-Domestic Students

Are the costs payable by a student in order to undertake the program delivered by the Provider. Fees are calculated on a subject basis.

Policy In: Fees and Refunds Policy-Domestic Students

Assessment is flexible by reflecting the learner's needs, assessing competencies held by the learner no matter how or where they have been acquired and drawing from a range of assessment methods appropriate to the context of the unit of competency

Policy In:

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

Policy In: Advanced Standing Policy HE

refers to an assessment designed primarily for the purpose of monitoring student progress toward achieving learning outcomes and informing their learning, often used in contrast with a summative assessment, which is designed exclusively to pass judgement on students' achievement of learning outcomes.

Policy In: Assessment Policy HE

Formative assessment helps students and staff to identify strengths, weaknesses and ways to improve and enhance learning. Formative assessment provides students with feedback about the quality of their work and ways to improve. Formative assessment does not contribute to the final grade.

Policy In:

Are fake or altered document that may or may not have been paid for by a student or other person, which are passed off as being a genuine document. Example are, but not limited to, altered / Photoshopped or fake academic transcripts or certificate / parchments / testamurs, fake or amended medical certificates, and English language proficiency test results.

Policy In: Student Code of Conduct

The standard annual full-time load is courses of study or 1.0 EFTSL (Equivalent Full-Time Student Load) per teaching period. A student undertaking at least 75 per cent of a full-time load for the academic year will be full-time for that year. A student undertaking at least 75 per cent of a full-time load for either the first half or second half of the year, will be full-time for that half year.

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Policy In:

G

Genuine Student

is considered a genuine temporary entrant to Australia for the purpose of study as defined by the Department of Home Affairs.

Policy In: Education Agent Management Policy

Grade

A qualitative descriptor used to signify a range of percentage marks, or the status of a result. Grades indicate the level of performance in a course against specified criteria and standards. Grades are awarded in all courses and units.

Policy In: Assessment Policy HE; Academic Integrity Policy

Grade Point Average (GPA)

A student's academic performance at Le Cordon Bleu Australia (LCBA) is assessed based on the Grade Point Average (GPA) for each term. The GPA is calculated using the number of courses that a student has attempted (including Fail grades) and the point value for the grade achieved. The GPA is also used to determine academic progression and academic awards.

Policy In:

Graduand

means a person who has fulfilled the requirements for completion of an award course in accordance with this policy

Policy In: Conferral of Qualifications, Awards and Graduation Policy HE; Results and Grades Policy HE

Graduate

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

Policy In:

Grievance

is defined as a person's expression of dissatisfaction with:

- an aspect or aspects of LCBA's operations
- the consistency of its programs as marketed, as compared with the product as delivered
- the standards of education delivery of its staff or that of its delivery partners
- the personal or professional conduct of members of staff with whom the student engages
- the provision of adequate facilities and student support mechanisms
- aspects of student fees and charges.

Policy In: Student Complaints and Appeals Policy

H

Harassment

is unwanted conduct based on the grounds of religious belief, political opinion, sex (including gender reassignment, marital or civil partnership status), race/ethnicity, disability, sexual

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

orientation or age which has the purpose or effect of violating that person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person. Differences of attitude, background or culture and the misinterpretation of social signals can mean that what is perceived as harassment by one person may not seem so to another; nevertheless, this does not make it acceptable. It is the purpose or effect of the behaviour, rather than the motive that must be considered.

Policy In: Staff Social Media Policy; Student Social Media Policy; Student Code of Conduct

HE

refers to both Undergraduate and Post-Graduate Programs (Higher Education)

Policy In: Fees and Refunds Policy-Domestic Students; Fees and Refunds Policy-Overseas Students; Student Selection and Admissions Policy

Higher Education Provider

A higher education provider is a body that is established or recognised by the Commonwealth or a state or territory government to issue qualifications in the higher education sector. It may be a university, self-accrediting institution or non-self-accrediting institution

Policy In:

Higher Education Threshold Standards

refers to the Higher Education Standards Framework (Threshold Standards) 2015 which comprises a set of standards approved by the Commonwealth Parliament effective 1 January 2017.

Policy In: Education Agent Management Policy

Host Organisation

The entity where students may undertake a role during their WIL placement

Policy In: Work Integrated Learning Policy

House of Review

or reviewing committee is a formal committee group of LCBA which reviews Policy and recommends to the Approval Authority. The reviewing committees are the Learning and Teaching Quality Committee (LTQC); the VET Quality Management Committee (VQMC); the Quality Assurance and Standards Group (QASG); and as required the Leadership Team (LT).

Policy In: Policy Development and Review Policy

I

Inclusion

occurs when people from diverse backgrounds feel valued and respected, have access to opportunities and resources, and can contribute their perspectives and talents to improve their learning environment.

Policy In: Access and Equity Policy

Industry

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

- ☑ Enterprise and employers
- ☑ group training organisations
- ☑ hospitality organisations

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

☐ industry skills councils or similar bodies

☐ training advisory bodies; and

☐ unions.

Policy In:

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.

Policy In:

Industry Interactions

defined as students being provided with opportunities to interact with industry to gain an insight into work practices. Examples include; field trips, site visits, guest lecturers from industry, practical or work experience, mentoring.

Policy In: Work Integrated Learning Policy

Industry Interactions

are defined as students being provided with opportunities to interact with industry to gain an insight into work practices. Examples include; field trips, site visits, guest lecturers from industry, practical or work experience, mentoring.

Policy In:

Industry Placement

defined as work that a student engages in that is connected to their discipline or career goals. Work is generally paid, and can be full-time, part-time or casual.

Policy In: Work Integrated Learning Policy

Industry Placement

is defined as work that a student engages in that is connected to their discipline or career goals. Work is generally paid, and can be full-time, part-time or casual.

Policy In:

Industry Simulations

defined as aspects of the workplace that are integrated with classroom learning. Examples include; applied research projects, workshops, case studies, role plays, simulation-based learning, gaming, virtual business learning, project-based learning or work-related problem-solving projects.

Policy In: Work Integrated Learning Policy

Industry Simulations

are defined as aspects of the workplace that are integrated with classroom learning. Examples include applied research projects, workshops, case studies, role plays, simulation-based learning, gaming, virtual business learning, project-based learning or work-related problem-solving

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

projects. Students seeking to undertake an Industry Simulation are required to apply and seek approval from the Industry Engagement Manager or lead Academic before they commence.

Policy In:

Informal learning

refers to skills and knowledge gained outside of a structured education program, whether formal or non-formal. Unlike formal or non-formal learning, informal learning is not organised or externally structured in terms of objectives, time or learning support.

Policy In: Advanced Standing Policy HE

Intellectual Freedom

means:

- the promotion and protection of free intellectual inquiry and expression
- cultivation in students of critical and independent thought
- protection of academic integrity
- diversity of defensible opinions and values, including expressing unpopular or controversial views
- freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media
- exploration of new ideas, testing and receiving knowledge, and questioning of congenial wisdom
- pursue critical and open inquiry
- participation of staff, in a personal capacity, in public debates about political and social issues.

Policy In: Intellectual Freedom Policy HE

Intellectual Property (IP)

means any proprietary right which arises under, or is capable of being obtained under, legislation relating to copyright, patents, designs, trademarks, circuit layouts or plant varieties; and any common law intellectual property, including know-how, trade secrets and confidential information.

Policy In: Assessment Policy HE

Interim Record of Results

are unofficial records of unit of competency results provided solely for students' information and are not to be considered official certification documentation.

Policy In: Results and Conferral of Awards Policy VET

Internal assessment moderation

is a moderation process for maintaining consistency of assessment among assessors at a single site and across multiple sites and delivery partners.

Policy In: Assessment Moderation Policy HE

International Agent Manual

is an internal document that the LCBA Sales department uses to guide the processes and protocols of agent recruitment, selection, training and monitoring.

Policy In: Education Agent Management Policy

International Applicant

Staff Social Media Policy; Student Social Media Policy; Student Code of Conduct

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Policy In: Education Agent Management Policy

Internship

defined as a WIL placement that can be completed in Australia or overseas. An international internship offered by a host organisation may include a token monthly allowance, some meals and lodging as part of the internship conditions. Internship is a term used globally and conditions will vary across countries. An internship in Australia is defined by Fair Work Act 2009 as when a person works for a business to gain experience in a particular occupation or industry. An unpaid internship can be lawful if it is a vocational placement or if there is no employment relationship found to exist. In particular:

- the person must not be doing “productive” work
- the main benefit of the arrangement should be to the person/student doing the placement
- it must be clear that the person/student is receiving a meaningful learning experience, training or skill development.

Policy In: Work Integrated Learning Policy

Intervention Strategy

Action taken by LCBA to assist a student who is making unsatisfactory progress in their Program.

Policy In:

Invigilator / Chief Invigilator

A staff member, or authorised nominee, who is responsible for supervising examinations.

Policy In:

J

K

Knowledge

Knowledge refers to what a graduate knows and understands and it can be described in terms of depth, breadth, kinds of knowledge and complexity

Policy In:

L

Le Cordon Bleu Australia (LCBA) International Diplomas

For LCBA’s culinary programs, in addition to the Australian (AQF) qualifications, LCBA may award the following known as International Certificat’s and Diplome’s:

- Diplôme de Cuisine or Diplôme de Commis Cuisinier
- Diplôme de Pâtisserie or Diplôme de Commis Pâtissier
- Certificat de Chef de Partie Cuisine
- Certificat de Chef de Partie Pâtisserie
- Diplôme Avancé de Gestion Culinaire

Policy In: Results and Conferral of Awards Policy VET

Learning and Teaching Quality Committee (LTQC)

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

refers to the internal committee responsible for Le Cordon Bleu Australia's higher educational quality assurance processes, including policy development and review of academic policies.

Policy In: Academic Integrity Policy; Policy Development and Review Policy

Learning and Teaching Quality Committee (LTQC)

monitors and reports on all relevant academic quality assurance processes to ensure quality educational standards are met or exceeded. It also has responsibility for advising on cyclical review-related policy and practices as this relates to LCBA's higher education programs. The LTQC reports directly to the AB via the Academic Report tabled by the LTQC chair.

Policy In: Academic Integrity Policy; Policy Development and Review Policy

Learning Outcomes

are statements that describe significant and essential learning that students are expected to have achieved, and can reliably demonstrate, on completion of a Unit or Course. Learning outcomes identify what a student is expected to know and/or be able to do in order to satisfactorily complete a Unit or Course.

Policy In: Course Development Policy HE

Learning Support

refers to a range of educational strategies provided to students in an effort to help them achieve satisfactory academic progress, including assistance to improve literacy, language and numeracy skills.

Policy In: Learning Support Policy VET; Learning Support Policy HE

Learning Support Needs

may relate to the need to improve literacy, language or numeracy skills. A need for learning support may also arise from personal circumstances such as medical condition, impairment, disability or specific learning difficulty.

Policy In: Learning Support Policy VET; Learning Support Policy HE

Leave of absence

Is an approved period of time during which students have permission not to attend class.

Policy In: Enrolment Policy

Letter of Offer

is a formal document issued by the registered provider offering to admit the student to a particular course of the registered provider (offer may be conditional).

It is a written agreement between the Provider and student which clearly outlines details of the enrolled course including enrolment details, fee schedules and refund conditions; and information on student obligations, complaint and appeal policies and management of privacy .

Policy In: Fees and Refunds Policy-Domestic Students; Student Selection and Admissions Policy; Overseas Student Transfer Between Registered Providers Policy

M

Major Change

means any revision or redevelopment of an existing course of study that would involve a significant alteration of its aims, Learning Outcomes, curriculum (structure), mode/s of delivery

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

that would require prior approval by an external (TEQSA). Factors that will determine TEQSA's determination of a Major Change will include:

- Representation of the Course, including course aims
- Level of type of qualification
- Learning outcomes
- Course duration/ volume of learning
- Entry requirements
- Course design/delivery
- Research and research training requirements
- Institutional quality assurance
- Delivery partners and associated arrangement
- International student requirements

Policy In: Course Development Policy HE

Major Review

is a category of Policy review. It involves material changes to the Policy intent or meaning. Major Change requires Approval Authority and notification to all stakeholders

Policy In: Policy Development and Review Policy

Mark

Refers to a quantitative value, often expressed as a percentage, which is awarded for an assessment task.

Policy In:

Mark

Refers to a quantitative value, often expressed as a percentage, which is awarded for an assessment task.

Policy In: Academic Integrity Policy; Assessment Policy HE

Mark (Post graduate)

A quantitative value, often expressed as a percentage, which is awarded for an assessment task. Not given to the student – a grade is supplied to students.

Policy In:

Medical Certificate

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

A medical certificate may be issued by the following medical and health practitioners registered under the Health Practitioner Regulation National Law:

- medical practitioner;
- psychologist;
- dentist;
- optometrist;
- physiotherapist;
- pharmacist;
- other health specialists as approved. See the Medical Board of Australia's List of specialties, fields of specialty practice and related specialist titles

Medical certificates may be verified and ones found to be altered or fake may result in Fail grades being awarded and immediate expulsion for fraudulent behaviour by the student.

Policy In:

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Minor Change

means any revision or redevelopment of an existing course of study that would not involve a significant alteration of its aims, Learning Outcomes, curriculum (structure), mode/s of delivery that would require prior approval by an external regulator.

Policy In: Course Development Policy HE

Minor Review

is a category of Policy review. It involves changes that do not constitute material changes to policy intent or meaning.

Policy In: Policy Development and Review Policy

Misconduct

includes:

- supplying fraudulent documents to LCBA,
- any conduct which impairs the reasonable freedom of other persons to pursue their studies, research, duties, lawful activities, or to participate in student life or program requirements,
- wilful disobedience of a reasonable direction from authorised staff of LCBA, its delivery partners, Work Integrated Learning workplace or relevant government agency,
- acting dishonestly or unfairly in connection with any examination conducted by LCBA or its delivery partners or the preparation or presentation of any essay, exercise or thesis, or failing to comply with the requirements of a supervisor of any examination,
- assaulting, attempting to assault or threatening a person while on the premises of LCBA or its delivery partners or in the workplace while undertaking Work Integrated Learning,
- disobeying or failing to observe any provision of any rule set out by LCBA, its delivery partners, the Work Integrated Learning employer or relevant government agency,
- divulging any confidential information relating to any matter relating to LCBA, its delivery partners or the Work Integrated Learning employer,
- entering any place within the premises of LCBA, its delivery partners or the Work Integrated Learning employer which the student is forbidden to enter by an authorised officer,
- failing to leave any building or part of a building of LCBA, its delivery partners or Work Integrated Learning employer forthwith upon being directed by an authorised officer,
- intimidating, obstructing, disturbing, delaying or influencing improperly, or attempting to do so, any disciplinary enquiry set up or any member of any such disciplinary enquiry or any witness who is appearing or who has been called to appear before any such enquiry,
- wilfully damaging or wrongfully dealing with any property of or on the premises of LCBA, its delivery partners or Work Integrated Learning employer,
- wilfully obstructing or attempting to deter any officer or employee of LCBA, its delivery partners or Work Integrated Learning employer in the performance of his or her duties,
- wilfully obstructing any learning, teaching or research activity, examination or official meeting or proceeding of LCBA, its delivery partners or Work Integrated Learning employer,
- engaging in any conduct likely to bring LCBA, its delivery partners or Work Integrated Learning employer into disrepute. This includes abandoning a position or leaving a position in a manner not consistent with the Industry Engagement procedures regarding changing employment during Work Integrated Learning,
- repeated inappropriate use of electronic mail/internet access and/or social media in relation to another LCBA student or staff member, delivery partners or Work Integrated Learning employer,
- arriving late for program related activity, including Work Integrated Learning activities, and not observing class or institution or workplace rules, conditions, or behaviour guidelines or

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

reasonable directive set out by authorised staff of LCBA, its delivery partners or Work Integrated Learning workplace.

Policy In: Student Code of Conduct

Moderation during delivery

Refers to the quality assurance processes during marking to ensure consistent and accurate assessment decisions in accordance with the set marking criteria and LCBA's academic standards, which are specified in terms of content and performance standards. Content standards describe what the student should know and be able to do. Performance standards designate qualitatively different levels of performance.

Policy In: Assessment Moderation Policy HE

Moderation of assessment

Is a quality review and assurance process by which the Le Cordon Bleu seeks to ensure that its assessment procedures and practices are fair, valid and reliable and are aligned with its stated quality assurance standards. Moderation has three phases (pre-delivery moderation; moderation during delivery; post-delivery moderation)

Policy In: Assessment Moderation Policy HE

Moderation Period

The period of time over which students' rate of attendance is monitored. For study periods completed on campus the monitoring period is three (3) weeks. For work based components of study (Work Integrated Learning), attendance will be monitored at the same rate by Industry Engagement team.

Policy In: Assessment Policy VET

N

National Code

refers to the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. The National Code is a legislative instrument and forms part of the ESOS Framework.

Policy In: Education Agent Management Policy

National Register

means the register maintained by the Commonwealth Department responsible for VET and referred to in the section 216 of the National Vocational Education and training Regulator Act 2011.

Policy In:

Natural Justice

refers to the principle of treating students fairly and implies LCBA's provision of unbiased support mechanisms, including a fair hearing, for students seeking to appeal a decision or make a formal complaint.

Policy In:

Non-emergency Critical Incident

means those critical incidents which do not involve the need for an initial emergency response but which nevertheless involve the possibility of threat or injury, physical and/or emotional distress to

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

staff, students and other visitors of LCBA; and which may be regarded as outside the normal range of experience of the people affected which would be resolved within the resources of LCBA.

Policy In: Staff Critical Incident Policy

Non-formal learning

refers to learning that takes place through a structured program of learning but does not lead to an officially accredited qualification.

Policy In: Advanced Standing Policy HE

Notation

An abbreviated form for recording a grade (for example 'HD' for High Distinction) or grade action (for example 'I' for Incomplete).

Policy In:

O

Online Course

A course delivered where all communication and access to/distribution of learning resources occur electronically.

Policy In:

Orientation Program

is the compulsory program designed to provide new students with vital information relating to their enrolled programs and is typically held during the week prior to the commencement of their enrolled programs.

Policy In: Student Welfare Policy

Overseas Student

means a person who:

- is not an Australian citizen; and
- is enrolled, or proposes to become enrolled, in:
 - o a course of study with a higher education provider; or
 - o a unit of study access to which was provided by Open Universities Australia;

but does not include:

- a person entitled to stay in Australia, or to enter and stay in Australia, without any limitation as to time; or
- a New Zealand citizen; or
- a diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse, de facto partner (within the meaning of the Acts Interpretation Act 1901) or dependent relative of such a representative.

Policy In:

P

Parchment

or 'Testamur', means a document in the form of a degree, diploma or certificate which is binding on and certified by LCBA, provided to the relevant graduating student on successful completion and conferral of an award by LCBA.

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Policy In: Conferral of Qualifications, Awards and Graduation Policy HE; Results and Grades Policy HE; Results and Conferral of Awards Policy VET

Personal Information

means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not.

Note: Section 187LA of the Telecommunications (Interception and Access) Act 1979 extends the meaning of personal information to cover information kept under Part 5-1A of that Act.

Policy In: LCBA Privacy Policy

Plagiarism

Refers to

- directly copying any material from electronic or print resources without acknowledging the source
- closely paraphrasing sentences or whole passages without referencing the original work
- submitting another student's work in whole or in part, unless this is specifically allowed in the unit outline
- using another person's ideas, work or research data without acknowledgment
- appropriating or imitating another's ideas unless this is specifically allowed in the unit outline
- submitting a piece of work that has previously been submitted for another assessment at LCBA or another education provider in whole or in part.

Policy In: Academic Integrity Policy; Assessment Policy HE

Policy Owner

the person responsible for ensuring that a policy is effective, has currency and that is reviewed on an annual basis. he person responsible for ensuring that a policy or policies are correct, current and that they are reviewed on an annual basis.

Policy In: Policy Development and Review Policy

Post-delivery moderation

Quality assurance processes including reviewing the outcomes of moderation activity and making recommendations for improvement.

Policy In: Assessment Moderation Policy HE

Pre-delivery moderation

Is a quality assurance process that aims to ensure the validity, fairness, clarity and standard of assessment tasks and resources before they are used.

Policy In: Assessment Moderation Policy HE

Prerequisites

are unit or sequence of units which must be completed before enrolling into a unit or stage of study

Policy In: Enrolment Policy

Principal course of study

is the final course of study covered by the overseas students' visa, i.e. the course that the student will complete last.

Policy In: Overseas Student Transfer Between Registered Providers Policy

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Principles of assessment (HE)

state that assessments should be fair, valid and reliable:

- Fairness means providing the same opportunity for every student to achieve the unit learning outcomes. A fair assessment clearly communicates the assessment requirements, including the criteria and standards by which the assessment will be marked.
- Validity refers to how accurately an assessment task measures what is designed to measure. A valid assessment task corresponds with the learning outcomes and facilitates accurate judgements about whether the learning outcomes have been met at the required level. Validity suggests a focus on assessing the right things in the right manner.
- Reliability refers to the degree to which evidence presented by the student for assessment is consistently interpreted and graded. It seeks to answer the question 'Would the same or similar results be achieved on another occasion or by another assessor?'

Policy In: Advanced Standing Policy HE

Principles of Assessment (VET)

To ensure the quality of assessment outcomes, assessments should be:

Fair - Fairness in assessment requires consideration of the individual student's needs and characteristics. It must consider any reasonable adjustments that need to be applied to take account of these. It requires clear communication between the assessor and the student to ensure that the student is fully informed about the assessment process, understands it, is able to participate in it, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and be re-assessed if necessary.

Flexible - Flexibility in assessment requires that assessments:

- reflect the student's needs;
- provide for recognition of competencies no matter how, where or when they have been acquired;
- draw on a range of methods appropriate to the context, component of study and the student;
- support continuous development.

Reliable - Refers to the degree to which evidence presented for assessment is consistently interpreted and results in consistent assessment outcomes. It is an indication of how accurate or precise assessments are in measuring performance.

Valid - Validity in assessment requires that the assessment process is sound and assesses what it claims to assess. It is concerned with the extent to which assessments address the requirements of each unit of competency.

Policy In: Assessment Policy VET

Program enrolment

is a process where a student accepts the program offer and commences their program.

Policy In: Enrolment Policy

Program manager

Refers to an academic staff member who is responsible for providing academic leadership of a program.

Policy In: Academic Integrity Policy

Prospective student

is a person who is thinking about lodging an application to study a particular course but has not yet done so.

Policy In: Student Selection and Admissions Policy

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Provider Default (Domestic)

Where a registered provider defaults by either ceasing to trade or deliver the tuition that a student has paid for in advance or has incurred a FEE-HELP debt.

Policy In:

Provider Default (Domestic)

Under the ESOS Act 2000 a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting 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.

Policy In: Fees and Refunds Policy-Domestic Students

Provider Default (International)

Under the ESOS Act 2000 a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting 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.

Policy In: Fees and Refunds Policy-Overseas Students

Q

Qualifications pathways

refers to arrangements that allow students to move through Australian Qualifications Framework levels with full or partial recognition for the qualification(s) they already have by progressing from a completed qualification to another with admission and/or credit.

Policy In: Advanced Standing Policy HE

Qualifications pathways

refers to arrangements that allow students to move through qualification levels with full or partial recognition for the qualification(s) they already have by progressing from a completed qualification to another with admission and/or credit.

Policy In:

Quality

refers to a desired standard of service delivery and output that is equal to or greater than the standards required under law for Australian-registered Higher Education and Vocational Education providers

Policy In: Quality Assurance and Review Cycle Policy

Quality Assurance (QA)

refers to the demonstration and maintenance of a desired level of quality, through applying and monitoring systematic reviews of the effectiveness of service delivery and outcomes.

Policy In: Quality Assurance and Review Cycle Policy

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Quality Assurance Framework' (QAF)

provides an overarching structure for realising and maintaining brand quality; functional excellence in its operations; and academic excellence in its provision of tertiary and vocational courses.

Policy In: Quality Assurance and Review Cycle Policy

Quality Assurance Systems

refers to the mechanisms (systems, processes, outputs and monitoring activities) which indicate level of achievement of a desired standard.

Policy In: Quality Assurance and Review Cycle Policy

R

Reasonable Adjustment (HE)

are adjustments to assessments made so that students with educational disadvantage have the same opportunity to complete assessment tasks as other students, while maintaining the integrity of the unit/s being assessed.

Policy In: Academic Progress Policy HE; Learning Support Policy HE; Assessment Policy HE

Reasonable Adjustment HE & VET

are adjustments to assessments made so that students with educational disadvantage have the same opportunity to complete assessment tasks as other students, while maintaining the integrity of the unit/s (HE) or unit/s of competency (VET) being assessed.

Policy In: Student Selection and Admissions Policy

Reasonable Adjustment VET

are adjustments to assessments made so that students with educational disadvantage have the same opportunity to complete assessment tasks as other students, while maintaining the integrity of the unit/s of competency being assessed.

Policy In: Assessment Policy VET; Learning Support Policy VET

Recognition of Prior Learning (RPL) (HE)

is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit

Policy In: Advanced Standing Policy HE

Recognition of Prior Learning (RPL) (VET)

is an assessment process undertaken by a suitably qualified person that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified unit of competency, Training Package or VET accredited course.

Policy In:

Record of Results

is a record of all learning leading to an AQF qualification or an accredited unit in which a student is enrolled and is issued by an authorised organisation.

Policy In: Results and Conferral of Awards Policy VET

Record of Results/Statement of Attainment Notations

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

S (Satisfactory)

Indicates completion of an assessment task or criteria in an assessment task to a satisfactory standard.

NS (Not Satisfactory)

Indicates completion of an assessment task or criteria in an assessment task is not to a satisfactory standard.

C (Competent)

Indicates all requirements of a unit of competency have been satisfactorily completed.

NC (Not Competent)

Indicates all requirements of a unit of competency have not been satisfactorily completed.

CC (Course Credit)

Indicates Course Credit has been granted.

CT (Credit Transfer)

Indicates Course Credit has been granted based on previous formal study of the same or equivalent unit of competency from a Registered Training Organisation (RTO).

RPL (Recognition of Prior Learning)

Indicates deemed competent in a unit/s of competency by way of RPL assessment.

WD (Withdrawn)

Non-attempt of one or more assessments for a Unit of Competency in an enrolled qualification or non-attempt of an assessment for a Unit of Competency as a result of withdrawal from a qualification (taken from the point of withdrawal after enrolment cut-off date).

Le Cordon Bleu International Diplômes (Notation for stage Certificats)

D Distinction 90-100%

CR Credit 70-89%

P Pass 50-69%

F Fail 00-49%

Policy In: Results and Conferral of Awards Policy VET

Refunds (Domestic)

An overpayment of fees and/or charges which is reimbursed to the payee (student or the person responsible for paying the fees) in accordance with the requirements of the Higher Education Support Act 2003.

Policy In: Fees and Refunds Policy-Domestic Students

Refunds (International)

Fees and/or charges which are reimbursed to the payee (student or the person responsible for paying the fees) in accordance with LCBA terms and the requirements of the National Code 2018

Policy In: Fees and Refunds Policy-Overseas Students

Registered provider

a vocational or higher education provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Policy In: Overseas Student Transfer Between Registered Providers Policy

Reliability (HE)

refers to the consistency, stability and dependability of the assessment. Reliability seeks to answer questions such as: 'Would the same or similar results be achieved on another occasion or by another assessor?'

Policy In: Assessment Moderation Policy HE; Assessment Policy HE

Reliability (in Principles of Assessment) (VET)

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Policy In:

Religious Observance

Formal religious practices which impose some restriction on a student's capacity to participate in, or complete, an assessment task.

Policy In:

Result

means the final grade/mark in a Unit awarded to a student based on the assessment for that Unit

Policy In: Assessment Policy HE

Risk Management Framework

LCBA's Risk Management Framework, approved by the Corporate Board, establishes the broad parameters within which risk management is managed within LCBA. It highlights LCBA's commitment to improve its capability to manage risk as part of everyday thinking, behaviours, processes and business practices.

Policy In: Risk Management Policy

Risk Management Plan

LCBA's Risk Management Plan, approved by the Corporate Board, defines the procedures, roles and responsibilities, and monitoring and reporting requirements for the management of risks within LCBA.

Policy In: Risk Management Policy

Risk Register

The central repository for all strategic and operational risks identified within the organisation

Policy In: Risk Management Policy

Rolling Review

refers to review processes that are continuous throughout the teaching year.

Policy In: Quality Assurance and Review Cycle Policy

Rubric

Is a tool used to guide students as to what they need to do to meet the criteria for a specific assessment

Policy In: Assessment Policy HE

Rules of evidence (HE)

state that evidence provided in support of an application for Advanced Standing should be valid, sufficient, authentic and current:

- Validity refers to how accurately evidence corresponds with the unit for which Advanced Standing is sought.
- Sufficiency assures that the quality, quantity and relevance of the evidence enables a judgement to be made on the student's learning achievements.
- Authenticity means that the evidence presented in support of an application is, or attests to, the candidate's own work.
- Currency means that evidence demonstrates current competencies and capabilities of the

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

student. This requires the evidence presented in support of an application for Advanced Standing to be from the present or recent past.

Policy In: Advanced Standing Policy HE

Rules of Evidence (VET)

provide guidance on the collection of evidence used in assessments to ensure that it is:

Valid - For evidence to be valid, it must relate clearly to the assessment requirements.

Sufficient - Refers to the quantity (and quality) of evidence used for assessment. Enough valid evidence must be collected to show that the requirements of a unit of competency have been met.

Authentic - Means that assessors must be certain that evidence presented for assessment is the candidate's own work.

Current - This refers to the age of the evidence. The evidence provided for assessment must show that the candidate is currently competent.

Policy In: Assessment Policy VET

S

Sales

refers to all members of the LCBA Sales department.

Policy In: Education Agent Management Policy

Satisfactory academic progress

Students will achieve satisfactory academic progress where they:

- Receive a result of competent for 50% or more of the attempted units of competency within a study period; and
- Receive a result of competent for all units of competency within two attempts.

Policy In: Academic Progress Policy VET

Scheduled Review

is a review that is undertaken every 3 years as part of a planned timetable.

Policy In: Policy Development and Review Policy

Scope of Registration

means the training products for which an RTO is registered to issue AQF certification documentation.

Policy In:

Semester

One half of the academic year.

Policy In: Academic Progress Policy HE; Fees and Refunds Policy-Overseas Students

Sensitive Information

means information or an opinion about the ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices or criminal record that is also personal information, or health information, genetic information, biometric information or biometric templates of an individual.

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Policy In: LCBA Privacy Policy

Sexual assault

is an act of a sexual nature carried out against a person's will through the use of physical force, intimidation or coercion, including any attempts to do this.

Policy In: Student Code of Conduct

Sexual harassment

is any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated. Sexual harassment is not interaction, flirtation or friendship which is mutual and consensual.

Policy In: Student Code of Conduct

Social Media

refers to online channels of communication that allow users to interact in the public domain by sharing information, opinions, knowledge and interests. It includes, but is not limited to, social networking services such as Facebook, Twitter, LinkedIn, Google+, Instagram, YouTube, Snapchat, wikis, blogs and online forums, as well as email, SMS and other forms of instant messaging.

Policy In: Staff Social Media Policy; Student Social Media Policy

Social media usage

includes web-based and mobile technologies and is aimed to promote interactive discussion, sharing of knowledge, connection to a community of similar interests and expression of creativity.

Policy In: Student Social Media Policy

Special Consideration

means the process available to students whose capacity to perform is temporarily and adversely affected by circumstances outside of their control, by which they may apply for approval to take additional time to complete an assessment task or to complete the assessment task at a later time, or the outcome of that process

Policy In:

Specified credit

refers to credit granted for a determined unit of a course.

Policy In:

Staff

covers both Le Cordon Bleu Australia staff and staff of its delivery partner(s).

Policy In: Student Welfare Policy

Stakeholder

Is any person with responsibility or expertise, either wholly or in part, for a designated task assigned to them by the LCBA executive or academic management.

Policy In: Policy Development and Review Policy

Statement of Attainment

is issued when a student has successfully completed a number of accredited units of competency which do not amount to a full qualification, upon their exit from a training program.

Policy In: Results and Conferral of Awards Policy VET

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Status (S)

is the official grade awarded to students for a unit of study where Advanced Standing has been conferred.

Cross Institutional Study Policy

is the official grade awarded to students for a unit where credit for cross-institutional study has been granted.

Policy In: Advanced Standing Policy HE

Student

can refer to a current, prospective or former student of Le Cordon Bleu Australia.

Policy In: Academic Appeals Policy VET; Student Complaints and Appeals Policy

Student Default (Domestic)

Where a student does not start their course at the location on the agreed starting day and has not previously withdrawn).

Policy In: Fees and Refunds Policy-Domestic Students

Student Default (International)

Under section 47A of the ESOS Act 2000, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - the student failed to pay an amount payable to the provider for the course;
 - the student breached a condition of his/her student visa;
 - misbehaviour by the student

Policy In: Fees and Refunds Policy-Overseas Students

Student welfare

broadly encompasses student wellbeing and safety and relates to student overall wellness and freedom from harm.

Policy In: Student Welfare Policy

Study Period

means a defined teaching and study period specified by a faculty for the completion of units of study. For LCBA undergraduate courses, a study period is one semester in duration. For LCBA VET programs, a study period is the duration of one stage.

(for HE & VET policies use full definition, for sector specific use first line and then relevant phrase)

Policy In: Academic Integrity Policy; Assessment Policy HE; Academic Progress Policy HE; Academic Progress Policy VET; Enrolment Policy

Sufficiency (in Rules of Evidence)

The assessor is assured that the quality, quantity and relevance of the assessment evidence allows a judgement to be made of a learner's competency.

Policy In:

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Summative assessment

A formal method of assessment that provides information to judge the extent to which a student has achieved course and Program objectives. Summative assessment is used to determine final grades. Final summative assessment occurs at the end of a study period.

Policy In:

Supplementary Assessment

means additional Assessment tasks undertaken by a student in order to make a determination of Result, and required of students where there is genuine doubt about their academic performance in a specific Unit;

Policy In: Assessment Policy HE

Suspension

refers to the process whereby a student is excluded from their course of study until such time all conditions set out in the suspension letter have been met.

Policy In: Enrolment Policy

Systems

include any website, server, computer, device, network, or technology-based platform, resource or service owned, provided, supported or maintained by LCBA.

Policy In: IT Acceptable Usage Agreement

T

Teaching Period

The period during which teaching activities such as lectures, tutorials, practicals, workshops and placements are scheduled during a study period. This is represented by the start and end dates of scheduled classes.

Policy In:

TEQSA

is the Tertiary Education Quality and Standards Agency which is the government regulator of Educational Providers delivering registered Higher Education courses.

Policy In: Course Development Policy HE

Term

One quarter of the academic year

Policy In: Fees and Refunds Policy-Domestic Students; Fees and Refunds Policy-Overseas Students; Academic Progress Policy HE

Theory and/or corporate uniform – classroom attire

- Long sleeve white shirt with firm collar or Le Cordon Bleu polo shirt
- Le Cordon Bleu skirt or trousers
- Le Cordon Bleu tie or cravat (as applicable)
- Le Cordon Bleu blazer (as applicable)
- Le Cordon Bleu jumper (as applicable)
- Stockings (not tights) with skirt
- Black socks with trousers
- Appropriate black shoes

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

- Le Cordon Bleu name badge
- Enclosed black shoes, laced or slip on (no velcro) or (females only) full court shoe, no slingbacks, low heel or flat.

Policy In: Student Code of Conduct

Topic

refers to individual topics that make a unit, usually 10 topics per unit

Policy In:

Training and Assessment Strategies and Practices

are the 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.

Policy In:

Training Package

refers to a set of qualifications for a defined industry, occupational area or enterprise endorsed by the Industry and Industry Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a Training Package are: units of competency; assessment requirements (associated with each unit of competency); qualifications; and credit arrangements

Policy In:

Training Product

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

Policy In:

Tuition Assurance Scheme (TAS)

Arrangements that offer protection to support domestic students in the event a Provider is unable to offer the student's course as agreed and placing student in jeopardy of completing their course or qualification.

Policy In: Fees and Refunds Policy-Domestic Students

Tuition Protection Service

A placement and refund service to assist overseas students whose registered provider is unable to fully deliver their program. Further information on the Tuition Protection Scheme and the role of the TPS Director is available at <https://tps.gov.au>

Policy In: Fees and Refunds Policy-Overseas Students

Twinning arrangements

refers to policies, procedures, processes, and provisions allowing students to undertake the initial stage of a course at an institution and, at a defined point in the curriculum, transfer to LCBA with advanced standing, complete the remaining stages of the course at LCBA, and qualify for the associated LCBA award, or vice-versa.

Policy In:

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

U

Unacceptable use

is defined generally as activities using LCBA hardware, software, or systems at any time that does not align with the purpose, goals, and mission of LCBA and to each user's job responsibilities, or any such activity that may adversely affect the security or normal functionality of such systems or which is illegal in nature.

Policy In: IT Acceptable Usage Agreement

Unintentional Academic Misconduct

occurs when an act of academic misconduct is committed as a result of reasonable unfamiliarity with academic processes or conventions.

Policy In:

Unit

refers to a component of a course of study with a designated code, title and credit point allocation in which students enrol and undertake assessment tasks in order to achieve specified learning outcomes.

Policy In: Assessment Moderation Policy HE; Assessment Policy HE; Learning Support Policy HE; Academic Integrity Policy; Academic Progress Policy HE; Course Review Policy HE

Unit Coordinator

is a staff member of LCBA responsible for the academic management of an LCBA unit.

Policy In: Assessment Moderation Policy HE

Unit enrolment

is a process where a student enrolls into units or Units of Competence in accordance with their enrolled program requirements

Policy In: Enrolment Policy

Unit Lecturer

is an academic staff member of LCBA or a Delivery Partner responsible for delivering learning and teaching of a unit and specifically for the marking and grading of assessment tasks.

Policy In: Assessment Moderation Policy HE

Unit of competency

this is the unit of learning in a VET qualification including assessment requirements and the specification of the standards or performance required in the workplace as defined in a Training Package.

Policy In: Credit Transfer and Recognition of Prior Learning (RPL) Policy VET

Unit of Study (Unit)

means a component of a higher education course of study with a designated unit code, title and credit point allocation in which students enrol and undertake assessment tasks in order to achieve specified learning outcomes.

Policy In: Course Development Policy HE

Unsatisfactory academic progress

Students will be deemed to have unsatisfactory academic progress where they:

- Receive a result of Not Competent for the unit SITXFSA001 Use hygienic practices for food safety; or

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

- Receive a result of Not Competent in more than 50% of the units of competency in two consecutive study periods; or
 - Receive a result of Not Competent for the same unit of competency on three occasions; or
 - Deviate from an agreed intervention strategy (intervention strategies may include learning agreements with specific conditions, reduced or altered study plans, academic support meetings)
- Policy In: Academic Progress Policy VET*

Unscheduled Review

is a review that is actioned in response to internal or external changes, findings or events

Policy In: Policy Development and Review Policy

Unspecific credit

refers to credit granted for an undetermined unit of a course, i.e., an elective.

Policy In:

Unspent fees

are that proportion of the tuition fees received by the provider that represents the part of the course that will not be delivered to the student (and for which the student has paid) because of provider default.

Policy In: Fees and Refunds Policy-Domestic Students

V

Validation (VET)

Validation - A systematic quality review process that involves checking that assessment tools and judgements meet the requirements of:

- the rules of evidence,
- the principles of assessment,
- the requirements of the Training Package,
- the needs of industry.

Policy In: Assessment Policy VET

Validity (HE)

An assessment is deemed valid if it gives an accurate measurement of whatever it is supposed to measure, i.e., the appropriateness of the inferences, uses, and consequences that result from the assessment. The best evidence of the validity of assessment comes from the alignment of the assessment tasks to unit learning outcomes, course outcomes, AQF levels, graduate qualities and content. Validity therefore suggests a focus on assessing the right things in the right manner and making the right interpretation of the results.

Policy In: Assessment Policy HE; Assessment Moderation Policy HE

Validity (in Principles of Assessment)

Any assessment decision/ judgement of competence by LCBA is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements and could demonstrate these skills and knowledge in other similar situations and in association with the practical context of the unit of competency.

Policy In:

Validity (in Rules of Evidence)

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Policy In:

VET

refers to both Cuisine and Patisserie Programs (Vocational Education and Training)

Policy In: Fees and Refunds Policy-Domestic Students; Fees and Refunds Policy-Overseas Students; Student Selection and Admissions Policy

VET accredited course

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

Policy In:

VET Quality Management Committee (VQMC)

refers to the internal committee responsible for Le Cordon Bleu Australia's vocational education academic quality assurance processes, including policy development and review of academic policies.

Policy In: Academic Integrity Policy

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.

Policy In:

Vocational Placement

defined as a student who completes their WIL placement in an organisation. Vocational placements that meet the definition under the Fair Work Act 2009 are lawfully unpaid. However, a host organisation may elect to provide payment(s) in the form of an allowance at their discretion and under no obligation.

Policy In: Work Integrated Learning Policy

W

WIL Unit

refers to any unit/unit of competency within a LCBA academic program which provides students with an opportunity to combine theoretical and practical learning in a host organisation.

Policy In: Work Integrated Learning Policy

Withdrawal

is a process whereby a student advises LCBA that he or she wishes to discontinue an enrolled course of study and can refer to either:

- withdrawal from units offered in that term of study with academic and/or financial penalty, or
- withdrawal from units offered in that term of study without academic and/or financial penalty

Policy In: Enrolment Policy

LCBA Glossary of Policy Terms

Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Work Experience

any paid or unpaid extra-curricular work voluntarily undertaken by students outside of the designated terms of study in which WIL is delivered whether in the hospitality industry or in any other professional context

Policy In: Work Integrated Learning Policy

Work Integrated Learning (WIL)

'Work Integrated Learning (WIL)' WIL is the umbrella term adopted by LCBA to describe the complement of theoretical and practical learning a student undertakes, providing students with an opportunity to gain academic credit to recognise the learning undertaken. It may be comprised of multiple placements and WIL experiences in industry or, a single placement. Examples of WIL placement activities include paid work/employment, vocational placements/internships, observation of industry events, mentorship programs, and voluntary work placements. WIL placements combine both class-based learning and structured and supported workplace opportunities, where students reflect on their learning and receive feedback on their workplace performance, including formal assessments. Examples of WIL at LCBA include:

- 'Industry Interactions' defined as students being provided with opportunities to interact with industry to gain an insight into work practices. Examples include; field trips, site visits, guest lecturers from industry, practical or work experience, mentoring.
- 'Industry Placement' defined as work that a student engages in that is connected to their discipline or career goals. Work is generally paid, and can be full-time, part-time or casual.
- 'Industry Simulations' defined as aspects of the workplace that are integrated with classroom learning. Examples include; applied research projects, workshops, case studies, role plays, simulation-based learning, gaming, virtual business learning, project-based learning or work-related problem-solving projects.

Policy In: Work Integrated Learning Policy

Written Agreement

An agreement between the Provider and overseas student which clearly outlines details of the enrolled program including enrolment details, fee schedules and refund conditions; and information on student obligations, complaint and appeal policies and management of privacy.

Policy In: Fees and Refunds Policy-Overseas Students

X

Y

Z