



# Global glossary of terms

<b>APA</b>	means the Australian Physiotherapy Association
<b>APA Member</b>	means a member of the Australian Physiotherapy Association
<b>APA CEO</b>	means the Chief Executive Officer of the Australian Physiotherapy Association
<b>APA NPSP</b>	means the Australian Physiotherapy Association National Professional Standards Panel
<b>Appeal</b>	means a formal written request by a participant or employee to have a decision overturned
<b>ACGSC Chair</b>	means the chairperson of the ACP Appeals, Complaints and Grievances Standing Committee
<b>Appellant</b>	means the participant or employee who lodges an appeal
<b>Applicant</b>	means a person who makes application to the College to participate in the College's Fellowship programs, professional development, milestone credentialing or membership of the College
<b>Assessor</b>	means a person engaged in any activity that involves evaluation of a participant, including, but not limited to clinical examiners, written task markers and credential assessors
<b>Business Day</b>	means 8.30a.m – 5.00p.m on any day (other than a Saturday, Sunday or a public holiday) when banks in Victoria are open for business
<b>CG Panel</b>	means the panel appointed to hear a complaint or grievance
<b>Client</b>	means the person who engages with the physiotherapist for provision of a service
<b>College</b>	means the Australian College of Physiotherapists
<b>College manager</b>	means the APA staff member designated by the APA CEO to be the College Manager
<b>College program</b>	means Education delivered by the Australian College of Physiotherapists
<b>Complaint</b>	means an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required" (as defined by the Australian/New Zealand Standard AS/NZS 10002:2014, <i>Guidelines for complaint management in organizations.</i> )
<b>Complaint and Grievance Panel</b>	means a panel convened as per the APA committee regulations
<b>Complainant</b>	means the party who makes a Complaint or Grievance
<b>Conflict of Interest Procedure</b>	means the procedure outlined in the Appeals, Complaints and Grievances Procedure to be followed when a written allegation is made to the College that a conflict of interest exists
<b>Educator</b>	means, but is not limited to any course presenter, facilitator, mentor, tutor, lecturer, demonstrator engaged in College education or professional development
<b>Entity</b>	means a discrete body which may or may not be part of the APA



<b>Grievance</b>	means a complaint by a participant in education or professional development where the individual has a problem or concern that they have been subject to inequitable application or violation of the policy or procedures of the APA. It does not include matters relating to grading of results
<b>Learner</b>	means any person engaging in learning through an education program or professional development activity of the College
<b>Milestone</b>	means an observable marker of an individual's ability along a developmental continuum
<b>Milestone credential</b>	means a continuum of performance from Foundation (Milestone 1) to Expert (Milestone 4)
<b>Participant</b>	means College learners and College applicants
<b>Staff</b>	means employees of the APA engaged in College business, remunerated educators and assessors of education and professional development of the College
<b>Special consideration</b>	means an equity measure in the event of unforeseen or adverse circumstances that may negatively impact a participant's ability to demonstrate their knowledge, skills and/or competence
<b>Supervised practice</b>	means a learner is observed undertaking clinical practice with a client, simulated patient or other participant by an educator or assessor
<b>The College</b>	means the Australian College of Physiotherapists
<b>Titling</b>	The APA Physiotherapist Title is a measure of career progress. It represents a physiotherapist who is highly qualified in a particular area of practice