



nebosh

Glossary of policy terms

Version 7 (November 2018)

1. Introduction	2
2. Glossary	3
A	3
B	6
C	6
D	9
E	9
F	12
G	12
H	12
I	13
J	13
K	13
L	13
M	14
N	15
O	16
P	16
Q	17
R	18
S	19
T	21
U	21
V	22
WXYZ	22
3. References	23
4. Document Control	23

1. Introduction

This document is intended for use by candidates and accredited course providers as a glossary of standard terms used in NEBOSH external policy documents available in the 'Policies and Procedures' section of our website: <https://www.nebosh.org.uk/policies-and-procedures/>

- Policy and procedures for reasonable adjustments, access arrangements and special consideration
- Malpractice policy and procedures
- Enquiries About Results (EARs) and Appeals policy and procedures
- External equal opportunities policy
- Candidate certificate policy including corrections and reissues
- Refunds policy and procedure

Where possible, the glossary uses definitions published by the regulatory authorities and other relevant organisations. Numbers in brackets at the end of a definition refer to the relevant Reference in Section 3.

Where a definition contains a reference to another defined term, the term referred to is highlighted in *italics*.

2. Glossary

A

Access arrangements

Access arrangements are agreed before an *assessment*. They allow *candidates/learners* with special educational needs, disabilities or temporary injuries to access the *assessment*.

Access arrangements allow *candidates/learners* to show what they know and can do without changing the demands of the *assessment*, for example, readers, scribes and Braille *question papers*.

The intention behind many *access arrangements* is to meet the particular needs of the disabled *candidate* without affecting the integrity of the *assessment*. In this way *awarding bodies* will comply with the duty of the Equality Act 2010 to make '*reasonable adjustments*'. (5)

Accreditation of course providers

A process through which new and existing *accredited course providers* are confirmed as being able to maintain the required quality and consistency of *assessment* and comply with other expectations of the *awarding body* (8) to deliver the specified NEBOSH qualification.

Accreditation of qualifications

The process through which the *regulatory authorities* confirm that a *qualification* and the associated *specification* conform to the *regulatory criteria* (8).

Accredited course provider

An organisation undertaking the delivery of an *assessment* (and potentially other activities) to *learners* on behalf of an *awarding organisation* (3).

An organisation or consortium accountable to an *awarding body* for the *assessment* arrangements leading to a *qualification* or *units* (8). The term used by the *regulatory authorities* is '*centre*'.

Accredited qualification

All *qualifications* accredited by *SQA Accreditation* are listed on their website. The logos of the relevant *regulatory authorities* appear on the *certificates* for those *qualifications*.

Aegrotat award

An *aegrotat* is an award made to a *candidate* who is unable, through illness, injury or indisposition, to complete all the usual *assessment* requirements. NEBOSH does not issue *aegrotats* (8).

Appeal

A process through which an *awarding body* may be challenged on the outcome of an *enquiry about results* or, where appropriate, other procedural decision affecting an *accredited course provider* and/or individual *candidates* (3). A Stage 1 *Appeal* involves a review of the case by NEBOSH. A Stage 2 *Appeal* includes a review by a panel that includes independent representation.

Assessment

The process of making judgements about the extent to which a *candidate's* work meets the *assessment criteria* for a *qualification* or *unit*, or part of a *unit* (1). See also '*external assessment*' and '*internal assessment*'.

Assessment criteria

The requirements that *candidates* need to meet in order to achieve success (or a given grade) in a *qualification* or *unit*, or part of a *unit* (7, 8).

Assessment method

The method by which an individual's *competence* is judged (7), for example, written *examination*.

The approach to assessment of a qualification (9,10)

Assessment task

An activity undertaken by an individual *candidate* to show that he or she can meet the required standard (7). Can be any form of *external assessment* or *internal assessment* including written *examinations*, practical *examinations*, tests, *assignments* and *projects*.

Assessor

A person appointed to judge the evidence of a *candidate's* work (1). NEBOSH *assessors* are nominated by the *accredited course provider*, who is responsible for marking NEBOSH *assessment tasks* that are *internally assessed*.

Assignment

A form of written *assessment* used for some NEBOSH Diploma *qualifications*, *externally-assessed* by NEBOSH.

Assistive technology

Mechanical or electronic devices which help individuals with particular needs to overcome specific limitations (7).

Audit

See '*monitoring*'.

Authentication

Confirmation that work has been produced by the *candidate* who is putting it forward for *assessment*, and where applicable that it has been produced under the required conditions (typically in the form of a statement signed by both *candidate* and *tutor*) (8).

or

Confirmation by an *awarding body* from its records that a *candidate* was *awarded a qualification* that he or she claims to have been *awarded* (8).

Awarding

The process through which *candidates' grades* are determined on the basis of available evidence (3, 8).

Awarding body (or organisation)

An organisation or consortium that awards *qualifications*. To be eligible to award accredited *qualifications*, *awarding bodies* must first meet the requirements of the *regulatory authorities* (8). '*Awarding body*' is the term used by the *regulator* in Scotland (9). '*Awarding organisation*' is the term used by the *regulators* in England, Wales and Northern Ireland.

Awarding body approval (or recognition)

Process by which prospective *awarding bodies* meet the requirements of the *regulator* in order to offer *accredited qualifications*. '*Awarding body approval*' is the term used by the *regulator* in Scotland. '*Awarding body recognition*' is the term used by the *regulators* in England, Wales and Northern Ireland.

B

Batch EAR

See '*Enquiry About Results, Batch*'.

British Sign Language (BSL)/ English Interpreter

An individual who interprets communication into and from *British Sign Language (BSL)* (7).

C

Candidate

A person who is registered with an *awarding body* for a *qualification* or *unit* (8). Different to *student*. The regulatory term is '*Learner*'.

Carrier language

The language used by the *awarding body* to set an *assessment task* or test (which may not be the first/preferred language of the *candidate*) (7).

CCTV

Closed Circuit Television (7).

Centre

See '*accredited course provider*'.

Certificate

The record of attainment in a *unit* or *qualification* issued by the *awarding body* (8). See '*unit certificate*' or '*qualification parchment*'.

Code of Practice

Principles and practices specified by the *regulatory authorities* against which *awarding body* processes and procedures for the assessing and awarding of particular *qualification* types are evaluated (8).

COER

See '*Confirmation of Examination Registration*'.

Cohort

A group of *candidates* undertaking a particular *examination* at the same *sitting* with the same *accredited course provider*.

Competence

The ability to apply knowledge, understanding and skills in performing to the standards required in employment. This includes solving problems and meeting changing demands (1).

Confirmation of Examination Registration

The document issued by NEBOSH to each *candidate* confirming *registration* details (including *student number*) for specified *examinations* relating to the NEBOSH Award-level *qualifications* which use online *registration*. NEBOSH *qualifications* using paper-based *registration* use *Examination entry confirmation*.

Confirmed date

The date that a *unit* or *overall qualification* result is confirmed by NEBOSH. This date is stated on the relevant *Qualification parchment*.

Council for the Curriculum, Examinations and Assessment (CCEA) Regulation

The *regulator* of *qualifications* in Northern Ireland. See also '*regulatory authorities*'.

Course Programme

A programme or course of study (7), delivered by the *accredited course provider* to prepare *students* for *assessment tasks* set for a NEBOSH *qualification* or *unit(s)*. Also known as *Learning Programme*.

Credit

See '*grade*'.

Credits (or Credit Points)

An *award* made to a *learner* in recognition of the achievement of the designated *learning outcomes* of a *unit*.

Credit rating

The process of allocating an *SCQF level* and credit points to *qualifications* (2).

Credit rating body

An organisation that carries credit rating in the SCQF. *SQA Accreditation* is the *credit rating body* for NEBOSH qualifications (2).

Credit value

The number of *credits* that may be awarded to a *learner* for the successful achievement of the *learning outcomes* of a *unit* .

D

Distinction

See '*grade*'.

Data Processor

A third party company who processes the data provided by the data controller for the express purpose of fulfilling the written contract in place.

Data Controller

The Data Controller collects the data from the data subject and controls the processing of the data provided.

E

Enabling technologies

See '*assistive technology*'.

Enquiry About Results (EAR)

A process through which an *awarding body* may be asked to check one or more of the steps leading to a reported result (8), by a *candidate* or with the permission of the *candidate*, by the *accredited course provider*.

A *Type 1 EAR* checks whether all marks have been correctly allocated, added and confirmed. A *Type 2 EAR* includes a re-mark of the *candidate's script* followed by a clerical check.

Enquiry About Results (EAR), Batch

Accredited course providers may submit a *Batch Enquiry About Results* for all *examination scripts* from a particular *examination cohort* or *sitting*. *Scripts* and/or *assignments* from different *cohorts/sittings, units or qualifications* cannot be part of the same batch.

Enrolment

A process that applies to *students* taking NEBOSH Diploma-level *qualifications*. All *units* or components must be completed within the stated *enrolment* period to achieve the overall *qualification*. Enrolled *students* must still *register* for individual NEBOSH Diploma-level *examinations* to undertake *assessment tasks*. See also '*registration*'.

European Qualifications Framework (EQF)

A common European reference framework which acts as a translation device to make *qualifications* and learning programmes more understandable across Europe. Its two main aims are to promote citizens' mobility between countries and to facilitate lifelong learning (2).

Examination

The controlled conditions specified by NEBOSH during which *candidates* respond to *assessment tasks*. Written responses produce a *script*. This includes written *examinations, practical examinations* and written *assignments*.

Examination entry confirmation

Document issued by NEBOSH to each *candidate* confirming *registration* details (including *student number*) for specified *examinations*.

Examination question paper

Document generated by NEBOSH and provided to *accredited course providers* containing the *assessment tasks* to which a *cohort of candidates* provide written responses during an *examination*.

Examination script

A *candidate's* written response to an *external or internal assessment* (3).

Examination venue

The location where an *examination* is held. May be different to the location of the head office of the *accredited course provider*.

Examiner

An individual with subject expertise responsible for the marking of *candidate* responses. They are required to use *professional judgement* because of the type of *mark scheme* they are applying (3).

Exemption

The facility for a *learner* to claim exemption from some of the achievement requirements of a *qualification*, using evidence of certificated achievement of equivalent value . *Exemptions* are set by the *awarding body*.

External assessment

A form of independent *assessment* in which *question papers, assignments* and tasks are set by the *awarding organisation*, taken under specified conditions (including details of supervision and duration) and marked by the *awarding organisation* (3).

External candidates

A *candidate* who pursues a course of study independently but registers for an *assessment task* at an Approved examination centre (3). The regulatory term is private candidates.

F

Federation of Awarding Bodies (FAB)

The Federation of Awarding Bodies (FAB) is a trade association representing awarding bodies offering vocational *qualifications* in the United Kingdom.

Fees schedule

Document showing fees charged for services offered by NEBOSH.

G

Grade

A point on a scale of performance used to differentiate achievement within a *qualification* (8,). NEBOSH uses *Distinction, Credit* or *Pass*.

Guide

NEBOSH publication containing the *syllabus, assessment tasks* and performance *specification* for a NEBOSH *qualification*.

General Data Protection Regulation

This replaces the Data Protection Act 1998 in its entirety

H

Head of accredited course provider

A named individual in the *centre* responsible for the overall quality assurance, management and administration of awards . The regulatory term is Head of centre.

I

Internal assessment

A form of *assessment* in which full *examination* conditions do not apply. The *awarding organisation* will specify the controls that will apply to how work is set, the conditions under which it will be done and how it will be assessed. Controlled *assessments* must also comply with relevant controlled *assessment* regulations (3).

Invigilator

A person who supervises individuals taking an *examination* or *assessment* (7).

J

Joint Council for Qualifications (JCQ)

A trade association representing the eight largest providers of *qualifications* in the UK: AQA, City & Guilds, CCEA, NCFE, OCR, Pearson, SQA and WJEC.

K

n/a

L

Learner

See '*candidate*'.

Level

The level at which a *qualification* or *unit* is positioned in a national qualifications framework (8).

and

An indication of the relative demand, complexity and/or depth of achievement, and/or the autonomy of the *learner*, represented by a *qualification* .

Logo

See 'regulatory logo'.

M

Malpractice

Malpractice is defined as any deliberate activity, neglect, default or other practice by *candidates* and/or *accredited course providers* that compromises the integrity of the *assessment* process, and/or the validity of *certificates*. Malpractice may include a range of issues from collusion or use of unauthorised material by *candidates*, to the failure to maintain appropriate records or systems by *accredited course providers* to the deliberate falsification of records in order to claim *certificates* (4).

Maladministration

Maladministration is any activity, neglect, default or other practice that results in the *accredited course provider* or *candidate* not complying with the specified requirements for delivery of the *qualifications* and as set out in the relevant *codes of practice* where applicable (4).

Mark scheme

A scheme detailing how marks are to be awarded in relation to a particular *assessment unit or component*. A *mark scheme* normally characterises acceptable answers to questions/tasks or parts of questions/tasks and identifies the amount of *credit* each attracts (3).

Marking

The process by which *examiners* use a *mark scheme* and *professional judgement* to assess *candidate* responses to *assessment tasks*.

Moderation

The process of checking through which *internal assessment* is monitored by the *awarding body* to ensure that it is reliable, fair and consistent with required standards, between *assessors*, between *accredited course providers* and over time, and making adjustments to results where required to compensate for any differences in standard that are encountered (3, 8).

Monitoring

The review of, and reporting on, the *awarding body's* quality assurance arrangements by the *regulatory authorities* or the *awarding body* (8) and the *accredited course provider*.

Multiple Choice Question Paper (MCQP)

Rather than writing a response to each question, *candidates* are asked to select the correct answer from a number of options.

N

NEBOSH Award

A NEBOSH *qualification* designed to be at *Level 5* in in the *Scottish Credit and Qualifications Framework (SCQF)* comparable to *Level 2* in England, Wales and Northern Ireland.

NEBOSH Certificate

A NEBOSH *qualification* designed to be at *Level 6* or *7* in the *Scottish Credit and Qualifications Framework (SCQF)* or *Level 3* or *4* in England, Wales and Northern Ireland.

NEBOSH Diploma

A NEBOSH *qualification* designed to be at *Level 9* or *10* in the *Scottish Credit and Qualifications Framework (SCQF)* or *Level 5* or *6* in England, Wales and Northern Ireland.

O

Office of the Qualifications and Examinations Regulator (Ofqual)

The national *regulator* of all *qualifications* in England previously known as QCA. See also '*regulatory authorities*'.

'On-demand' examination (or sitting)

On-demand examinations are requested from NEBOSH by *accredited course providers* for *NEBOSH Award and Certificate-level examinations* for a date requested by the *accredited course provider* (providing six weeks' notice is given). They are not available for NEBOSH Diploma-level *qualifications*. Previously known as '*local examinations*'.

Oral Language Modifier

Person who can modify/rephrase the *carrier language* for a *candidate* whose first/preferred language is English but who has specific difficulties with written language (7).

P

Pass

See '*grade*'.

Personal Data

This term has the meaning ascribed to it in The General Data Protection Regulation.

Practical assistant

Person who carries out practical tasks at the instruction of the *candidate* (7).

Professional judgement

A decision reached by those qualified through experience and knowledge of the discipline, field of study, profession, trade or area of skill (2).

Project

A form of written *assessment* used for some *NEBOSH Certificate* and *Diploma* qualifications. *Internally assessed* by the *accredited course provider* and *moderated* by NEBOSH.

Prompter

Person who draws the *candidate's* attention back to the task in hand (7).

Q

Qualification

An *award* made by an *awarding body* for demonstration of achievement or *competence* (8).

Qualification level

See '*level*'.

Qualification parchment

The record of attainment issued by NEBOSH to a *candidate* on successful completion of all *units* that form part of a NEBOSH *qualification*. The *parchment* displays the *candidate's* overall *grade*. The design of *certificates* for *accredited qualifications* must conform to regulatory guidelines. Also known as an *overall qualification certificate*.

Qualifications Wales (QW)

The national regulator of qualifications in Wales, previously Welsh Government, also previously known as DfES, DCELLS and ACCAC. See also 'regulatory authorities'.

R

Reasonable adjustments

The Equality Act 2010 requires an *awarding body* to make *reasonable adjustments* where a disabled person would be at a substantial disadvantage in comparison to someone who is not disabled. The *awarding body* is required to take reasonable steps to avoid that disadvantage. An example would be a Braille paper which would be a *reasonable adjustment* for a Braille reader, but not for a *candidate/learner* who was unable to read Braille.

A *reasonable adjustment* for a particular person may be unique to that individual and may not be included in the list of available *access arrangements*.

How reasonable the adjustment is will depend on a number of factors including the needs of the disabled *candidate/learner*. An adjustment may not be considered reasonable if it involves unreasonable costs, timeframes or affects the security or integrity of the *assessment*.

There is no duty on the *awarding bodies* to make any adjustment to the *assessment* objectives being tested in an *assessment* (5).

Registration

NEBOSH *students* must register for each individual NEBOSH *examination* that they wish to undertake. *Enrolled students* must still *register* for individual NEBOSH Diploma-level *examinations*. *Registration* incurs a fee payable by the *candidate*. See also 'enrolment'.

Registration Form

NEBOSH form containing the Student Terms which an *accredited course provider* must return to NEBOSH with any necessary monies in order to register a *student* to a NEBOSH assessment.

Regulator or regulatory authorities

An organisation or department designated by government to establish and to secure compliance with national standards for *qualifications* (3). The *regulatory authorities* in the UK are: *SQA Accreditation, Ofqual, Qualifications Wales and CCEA Regulation*.

Regulatory logo

The *logo* of the appropriate *regulatory authority* that appears on *certificates* and/or *result notifications* issued for *accredited qualifications* in the UK.

Regulatory review

A process where unresolved *appeals* are considered by the relevant *regulator*.

Result declaration date

The date that a *unit* and/or overall *qualification* result is declared by NEBOSH for *Certificate* and *Diploma assessments*. This date is stated on the relevant *unit* or *overall qualification parchment*. See also '*unit result notification date*'.

Rubric

A set of instructions and other items of guidance provided for *candidates* on an *assessment* (3).

S

Scottish Credit and Qualifications Framework (SCQF)

Qualification framework used in Scotland, the SCQF has 12 levels. The majority of NEBOSH *qualifications* are *level* and *credit rated* in the SCQF. Equivalency with *qualification* frameworks in England, Wales, Northern Ireland, Republic of Ireland and Europe can be found using the "Qualifications can Cross Boundaries" chart issued by the relevant *regulators* and available on the NEBOSH website.

Scottish Qualifications Authority (SQA) Accreditation

The national *regulator* of *qualifications* in Scotland. *SQA Accreditation* has a UK-wide regulatory remit. NEBOSH is an SQA Accreditation-approved *awarding body* and offers SQA Accreditation-accredited and SCQF *credit rated qualifications*.

Scribe

Person who writes down or word processes a *candidate's* dictated responses (7).

Sensitive Personal Data

This term has a meaning ascribed to it in the General Data Protection Regulation.

Special consideration

Special consideration is an adjustment to a *candidate's mark* or *grade* to reflect temporary illness, injury or other unforeseen indisposition at the time of the *assessment* (5).

Specification

The complete description – including mandatory and optional aspects – of the content, *assessment* arrangements and performance requirements for a *qualification* (3, 7, 8). See also '*guide*'.

The term is also used by NEBOSH to distinguish different versions of the same *qualification*, for example, the NEBOSH National Diploma in Occupational Health and Safety February 2010 specification) and the NEBOSH National Diploma in Occupational Health and Safety (December 2015 specification).

Speech (recognition) software

A computer programme that reads text (7).

'Standard' examination (or sitting)

NEBOSH sets a number of *examination* dates on an annual basis. The precise dates and number of *standard sittings* available for each *qualification* are specified in the relevant *Guide* and on the NEBOSH website. Diploma *assessments* are only available as *standard* sittings.

Student

Individual who has signed up for a course with a NEBOSH *accredited course provider*. A *student* becomes a *candidate* once they have registered with NEBOSH for an *examination*. See also '*candidate*'.

Student number

Unique identifier for each *student* as assigned by NEBOSH.

Syllabus

An outline and summary of topics to be covered by a *qualification*, contained within a *NEBOSH Guide to a qualification*.

T

Transcript

A full written or typewritten copy of information or material originally provided in writing, speech or sign language (7).

U

Unit (of a qualification)

The smallest part of a *qualification* which is formally reported and can be separately certificated (3).

Unit Certificate

The record of attainment issued by NEBOSH to a *candidate* on successful completion of a *unit* that forms part of a NEBOSH *qualification*. NEBOSH *unit certificates* are not *graded*. The design of *certificates* for *accredited qualifications* must conform to regulatory guidelines.

Unit Result Notification (URN)

NEBOSH document notifying the *candidate* of the outcome of each *examination* or submission undertaken.

Unit Result Notification (URN) date

The latest date by which results for a *unit examination* sitting will be received by *candidates*. This date is stated on the *Examination entry confirmation* document issued to the *candidate*, relevant to that *unit examination*. See also 'result declaration date'.

V

Voice activated software

A computer programme which responds to spoken instructions (7).

WXYZ

n/a

3. References

1. *'Guidance on the interpretation of SQA's Awarding Body Criteria (2007)'* (Scottish Qualifications Authority)
2. *'SCQF Handbook: User Guide'* (2009) (Scottish Credit and Qualifications Framework)
3. *'GCSE, GCE, Principal Learning and Project Code of Practice'* (May 2011) (Office of the Qualifications and Examinations Regulator, Ofqual/11/4850)
4. *'Dealing with significant cases of malpractice by those involved in the delivery of qualifications'* (May 2006) (SQA/QCA/ACCAC/CCEA, QCA/06/2662)
5. *'JCQ Regulations and guidance – Access Arrangements and Reasonable Adjustments: General and Vocational qualifications'* (1/9/16 – 31/8/17) (Joint Council for Qualifications, 2017)
6. *'JCQ Regulations and guidance – A guide to the special consideration process'* Joint Council for Qualifications 2016)
7. *'FAB Guide: The application of Reasonable Adjustments and Special Consideration in Vocational Qualifications'* (January 2012) (Federation of Awarding Bodies)
8. *'The statutory regulation of external qualifications'* (2004) (Qualifications and Curriculum Authority, QCA/04/1293)
9. SQA Accreditation "Glossary 2017"
10. SQA Accreditation "Regulatory Principles v2 Dec 2014"

4. Document Control

Ref: TS(QA)011
Version: v7
Date: November 2018
Review date: July 2020
Owner: Technical Standards Directorate