NVQ Key Words

Assessment methods

The assessment methods describe the methods, which should be used to assess performance and underpinning knowledge.

Assessors

The Assessor's role is to assess the work carried out by candidates and use this evidence to judge whether the candidate has met the standard laid down in the NVQ element. The Assessor needs to be competent to assess to national standards in the area under assessment.

Approved Centre

Organisation/centre approved by the TVET Council to offer full National Vocational Qualifications.

Case Studies

In situations where it is difficult for workplace assessment to take place, case studies can offer the candidate an opportunity to demonstrate potential competence.

A case study is a description of an actual or imaginary situation presented in some detail. The way the case study is presented will vary depending upon the candidate, but the most usual methods are written, taped or filmed.

The main advantage of a case study is the amount of evidence of underpinning knowledge they can generate and the specific nature of the evidence produced.

Competence

In the context of vocational qualifications, competence means: the ability to carry out prescribed activities to nationally pre-determined standards in an occupation. The definition embraces cognitive, practical and behavioural skills, underpinning knowledge and understanding, and the ability to react appropriately in contingency situations.

Element

An element is a description of an activity, which a person should be able to do. It is a description of an action, behaviour or outcome, which a person should be able to demonstrate.

Explanation of NVQ Levels

NVQs cover five (5) levels of competence, from entry level staff at Level 1 through to senior management at Level 5.

Level 1 – Entry Level

Recognises competence in a range of varied work activities performed in a variety of contexts.

Most work activities are simple and routine. Collaboration with others through work groups or teams may often be a requirement. Substantial supervision is required especially during the early months evolving into more autonomy with time.

Level 2 – Skilled Occupations:

Recognises competence in a broad range of varied work activities performed in a variety of contexts, some of which are complex and non-routine. Some responsibility and autonomy. Collaboration with others through work groups or teams and guidance of others may be required.

Level 3 – Technician and Supervisory Occupations:

Recognises competence in a broad range of complex, technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and the allocation of resources are often a requirement. The individual is capable of self-directed application, exhibits problem solving, planning, designing and supervisory capabilities.

Level 4 – Technical Specialist and Middle Management Occupations:

Recognises competence involving the application of a range of fundamental principles and complex techniques across a wide and unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of resources, as well as personal accountabilities for analysis, diagnosis, design, planning, execution, and evaluation.

Level 5 – Chartered, Professional and Senior Management Occupations:

Recognises the ability to exercise personal professional responsibility for the design, development or improvement of a product, process, system or service. Recognises technical and management competencies at the highest level and includes those who have occupied positions of the highest responsibility and made outstanding contribution to the promotion and practice of their occupation.

External Verifier

Person trained and appointed by the TVET Council and competent to approve and ensure an approved centre's quality of provision.

Extracted workplace examples

This could be something produced during the normal course of work, which can be used for evidence purposes such as reports, menus, promotional literature, training plans, etc.

Internal Verifier

The Internal Verifiers act in a supporting role for Assessors and ensure consistent quality of assessment and competence. Needs to be competent to assess to national standards in the area under assessment.

Key role

Key roles are the broadest descriptions of the activities required in employment. They describe the principle components of work and help shape the standards into a comprehensive structure. This structure is then broken down into further units of competence.

NVQ

National Vocational Qualifications (NVQs) are work-based qualifications that assess someone's competence in a work situation and certify that the individual can perform the work role to the standards expected in employment.

NVQs are based on national occupational standards of competence drawn up by standards-setting bodies known as Industry Lead Bodies. The standards describe the level and breadth of performance that is expected of persons working in the industry or sector which the NVQ covers.

NVQ Coordinator

Within each approved centre offering NVQs, there will be a centre contact who takes overall responsibility for the operation and administration of the NVQ system.

Observation

Observation of the candidate carrying out his/her job in the workplace is the assessment method recommended in the vast majority of units and elements. Observation of staff carrying out their duties is something that most supervisors and managers do every day.

Performance criteria

Performance criteria indicate what is required for the successful achievement of an element. They are descriptions of what you would expect to see in competent performance.

Performance evidence

Performance evidence is evidence, which either shows how the candidate carried out real work, or takes the form of the product (or result) of real work undertaken by the candidate.

Questioning

Questioning can sometimes be used to assess a candidate in those areas of work listed in the range, which cannot be assessed by observation. Guidance on when this assessment method can be used is given in the assessment guidance of each individual element.

Questioning is also one of the most appropriate ways you will be able to collect evidence to assess a candidate's underpinning knowledge and understanding.

As an assessment method, questioning ensures you have all of the evidence about a candidate's performance. It also allows you to clarify situations.

Range statements

A range puts the element of competence into context. A range statement is a description of the range of situations to which an element and its performance criteria is intended to apply.

Range statements are prescriptive therefore each category must be assessed.

Role-plays

Role-plays are simulations where the candidate is asked to act out a situation in the way he/she considers "real" people would behave. By using role-play situations to assess a candidate you are able to collect evidence and make a judgment about how the candidate is most likely to perform. This may be necessary if the range specified includes a situation in which the candidate is unlikely to find himself/herself, or where the candidate needs to develop competence, for example, in a disciplinary situation, before being judged competently.

Simulations

Where possible, assessment should always be carried out by observing **natural performance** in the workplace. **Simulated performance,** however, can be used where specified to collect evidence about an aspect of the candidate's work, which occurs infrequently or is potentially hazardous; for example, dealing with fires. It is also possible that simulation could be used for the generation of evidence for some of the range items.

By designing the simulated situation, briefing the candidate and observing his/her performance, you will be able to elicit evidence which will help you judge how a candidate is **most likely** to perform in real life.

Supplementary evidence

Supplementary evidence can be used to confirm and support performance evidence. Types of supplementary evidence include: records of candidate's answers to questions asked by the assessor to confirm the candidate's competence; records of questioning to confirm details contained within the witness testimonies; simulation (see note in glossary).

ICTLB

Information Communication Technology Lead Body

Underpinning knowledge

Underpinning knowledge indicates what knowledge is <u>essential</u> for a person to possess in order to successfully achieve an element and prove total competence.

Units

A unit of competence describes one or more activities, which form a significant part of a person's work. Units are accredited separately but in combination can make up a national vocational qualification. There are three categories of units:

Mandatory units – are core to a qualification and have to be completed.

Elective units – within some qualifications, which allow the candidate to choose a number of individual units from a specific group.

Additional units – are units, which do not have to be completed to achieve a qualification.

Work-based projects

Work-based projects are a useful way for you to collect evidence to support any decision you make about a candidate's performance. They are particularly appropriate in determining the level of a candidate's underpinning knowledge and understanding where it may be insufficient to rely only on questioning or observation.

i. A project often involves the identification of a solution to a specific problem identified by you and/or the candidate (such as looking at ways to redress a recent drop in sales), or may be a structured program of work built around a central situation or idea (such as the introduction of a new job roistering process).

ICT Key Words

Address Book

Usually supplied as part of your Email software. An address book in this sense is used to keep a record of all the email addresses of people whom you may wish to contact by email.

Animation

The display of a sequence of images in a computer program or on a Web page to give the impression of movement.

Application

A computer program or a suite of computer programs that performs a particular function for the user, such as a word-processor, e.g. Microsoft Word, or a range of functions, such as Microsoft Windows or Microsoft Office. See Computer Program, Operating System, Windows, and Word-processor.

Attachment

A term used in connection with Email. An attachment can be a File of almost any kind - a document file, an image file, a sound file or a video clip - that you can add, i.e. attach, to an email.

Anti-virus Software: See Virus

Bandwidth

The amount of data that can be sent from one computer to another through a particular connection in a certain amount of time, e.g. via a computer to the Internet and vice versa. The more bandwidth available, the faster you are able to access information. Bandwidth is usually measured in kilobits per second (Kbps) or megabits per second (Mbps).

Bitmap:

BMP: Abbreviation for Bitmap, a file format for storing images. This is the standard format used, for example, by Windows Paint. BMP image files occupy quite a lot of space compared to other formats. A computer graphic or image composed of thousands of individual dots or pixels, each pixel being stored as a number. The image is displayed by specifying the colour of each pixel. Bit-mapped graphics can be imported into other applications, e.g. a word-processor, but they cannot be edited within these applications. When bit-mapped graphics are resized they usually suffer a loss of sharpness, whereas vector graphics can be resized without such loss.

Bookmark

A bookmark is a facility within a Browser that enables you to keep a record of Web pages that you have visited and may wish to visit again. Bookmarks are stored in a subdirectory of the Windows directory on your computer. In Internet Explorer bookmarks are known as Favorites (sic - spelt the American way), which is also the name of the subdirectory in which they are stored. Bookmarks are also used to mark positions in a Word document, i.e. positions to which you can jump from other points in the document by clicking on them with the Mouse.

Browser

A software package installed on the hard disk of your computer that enables you to access and to navigate the World Wide Web - to "surf the Web" in colloquial terms. Internet Explorer and Netscape are two browsers that are in widespread use.

CD-ROM

Abbreviation for Compact Disk Read Only Memory. A CD-ROM is an Optical Disk on to which data has been written via a laser - a process often referred to as "burning a CD": A CD-ROM looks much the same as an audio CD, but can contain text, sound, pictures and motion video. Once written, the data on a CD-ROM can be fixed and rendered unalterable, hence the term read-only - but modern computers are usually equipped with a read/write CD-ROM drive that enables new material to be stored on a special kind of CD-ROM: CD-R (recordable) or CD-RW (rewriteable).

Data

Strictly speaking the plural of "datum", but now usually considered as a collective noun in the singular, with the plural form "data items" or "items of data". Data is information in a form which can be processed by a computer. It is usually distinguished from a computer program, which is a set of instructions that a computer carries out. Data can be text or sets of figures on which a computer program operates.

Database:

A structured collection of data that can be used for a variety of purposes. A database may contain data relating to staff employed by a company or to students at an educational institution. In order to set up and manage an electronic database you need a database program such as Microsoft Access.

Desktop Publishing (DTP)

An Application for laying out text, graphics and pictures in order to produce a professional-looking publication. Most modern word-processors can now achieve what older DTP packages were capable of producing. Examples of DTP applications are QuarkXpress and PageMaker, which have probably become too complex and technical for the inexperienced user and are now aimed at the professional graphic designer or layout artist.

Digital Camera

A camera used for taking still photographs - but some digital cameras can also record short sequences of moving images. A digital camera looks much the same as an ordinary camera but stores photographs in electronic format so that they can be uploaded onto a computer. The more expensive digital cameras achieve better results than can be achieved by using an ordinary camera and a scanner.

Domain Name:

A unique name that identifies a Website. A domain name can be purchased from and registered by a domain name registration company.

Email:

Contraction of Electronic Mail. A system for creating, sending and receiving messages via the Internet. In order to send and receive email messages you have to register with an Internet Service Provider (ISP) that provides an email service and have email software such as Outlook or Eudora installed on your computer. Many ISPs also offer a Webmail facility, which provides an alternative means of creating, sending and receiving email messages using your Web Browser.

Ergonomics:

Ergonomics is the process of changing the work environment (equipment, furniture, pace of work, etc.) to fit the physical requirements and limitations of employees, rather than forcing workers to adapt to jobs that can, over time, have a debilitating effect on their physical well-being.

File:

A file in computer jargon can be used to describe many different things. It may be a Computer Program, a document file created with a Word-processor, an image file, an audio file, a video file, etc. Think of it in the same way as you would think of a file in a filing cabinet. A file has a name that describes what it is, and the file is stored in a place where you can easily find it. Files are usually grouped together on a computer's Hard Disk in directories or folders and, as well as their names, they usually have a three-letter Extension that tell you what their function is or what they contain, e.g. fwtt.exe is a program, mystory.doc is a Word document, sally.jpg is a picture, and mydog.mpg is a video file. Files may also be stored on other Storage Media, such as CD-ROMs, DVDs and flash drives
.

Flash Drive

A portable Storage Device. Flash drives look like a small flat pen, around 5cm to 10cm long, and are easily carried in your pocket. Their storage capacity is impressive; 2GB is not unusual these days. They are used to store data that you wish to carry around, e.g. a PowerPoint presentation, and they can be plugged into any computer with a USB socket. Flash drives are also commonly referred to as pen drives or memory sticks.

FTP

Abbreviation for File Transfer Protocol. This is the method, i.e. a software standard, used for tranferring files from one computer to another via the Internet. FTP is also used as a verb in the sense "to transfer" (a file).

Hardcopy or Hard Copy

Printed output from a computer, as opposed to output on screen.

Hardware

The physical elements of a computer system - the bits you can see, touch, drop, kick or fall over. Contrasted with Software.

Hazard

A hazard is something with the potential to cause harm.

Host Name or Hostname:

A host name is the unique name of a computer on the Internet, which is normally written as a series of letters, for example www.hull.ac.uk. A host name is the human-friendly form of the host's numerical IP address, i.e. it's an alias for the "real" Internet address of the host computer, e.g. 150.237.176.24.

HTML

Abbreviation for Hypertext Markup Language. The coding system used for creating pages on the World Wide Web. HTML enables the author to control how the page appears and to insert Hypertext links within one Web page or to other pages anywhere on the Web. Nowadays most Web authors and designers use an Authoring Tool such as Front Page or Dreamweaver to create World Wide Web pages.

HTTP

Abbreviation for Hypertext Transfer Protocol. The transfer method (protocol) used by the World Wide Web to transmit and receive Web pages. This abbreviation normally precedes the name of a website, e.g. http://www.ict4lt.org, to tell your computer that this is the way in which you wish to communicate with other computers on the Internet.

Hyperlink

A contraction of hypertext link, the essence of Hypertext and the HTML language used for creating pages on the World Wide Web. In a Web document a hyperlink can be a sequence of letters or an image. By clicking on the area designated as a hyperlink by the person who created the Web page, it is possible to jump quickly to another part of the page, a different page on the same website, or to a completely different website. Hyperlinks can also be inserted into a Word document, enabling the reader to jump from one point in the document to another, or out of the document to a website.

Hypertext

A system for the non-sequential presentation of text, the fundamental concept of the World Wide Web, whereby the user can jump from one part of a text to another, from one Web page to another, or from one website to another, by clicking on highlighted (and usually underlined) hyperlinks.

ICT:

ICT: Abbreviation for Information and Communications Technologies.

Input

Anything that goes into a computer in order to be processed and/or stored. Also used as a verb.

Input Device

Any device that is capable of inputting information into a computer system, e.g. a Keyboard, Microphone, Mouse or Scanner.

Internet

The Internet, or simply "the Net", is a computer network connecting millions of computers all over the world. It provides communications to governments, businesses, universities, schools and homes. Any modern computer can be connected to the Internet using existing communications systems. Schools and universities normally access the Internet via their own educational networks, but private individuals usually have to take out a subscription with an Internet Service Provider (ISP). Although the Internet is in fact a network of networks, it appears to users as a network of individual computers.

Internet Service Provider (ISP)

A company that provides a subscription service to enable you to access the Internet. An ISP has a network of computers permanently linked to the Internet. When you take out a subscription with an ISP they link your computer to their network, usually via an existing telephone line, but dedicated lines are also provided by some ISPs. ISPs also give you an Email address and space on the World Wide Web for setting up your own website.

Intranet:

A private network inside a company or educational organisation and used over its LAN (Local Area Network). A sort of local Internet. Contrasted with Internet, which is publicly available.

IP Address:

Short for Internet Protocol Address. The unique numerical address of a computer on the Internet, expressed as four sets of numbers (maximum 3 digits each) separated by dots: e.g. 150.237.176.24 for one of the computers at the University of Hull - where the ICT4LT website is located. Computers on the Internet are nearly always referred to by more memorable domain names, which are mapped onto their IP addresses by special Internet computers known as name servers.

JPEG or JPG

Abbreviation for Joint Photographic Expert Group. Pronounced "Jaypeg". A file format used for storing images. The JPEG/JPG format uses a palette of millions of colours and is primarily intended for photographic images. JPEG/JPG files are commonly used for storing images on the Web.

LAN:

Abbreviation for Local Area Network. A Network of computers at one site that provides services to other computers connected to it.

Navigation:

This describes the process of finding your way, i.e. navigating, around a series of menus within a computer program or finding your way around the World Wide Web by means of a Browser.

Netiquette

Etiquette on the Internet. A code of behaviour for people communicating by email via the Internet.

Network

A group of computers connected together, either by physical connections such as cables, or by wireless connnections (see Wifi). The Internet is a worldwide network of computers to which virtually any computer can be connected.

PDF

An abbreviation for Portable Document Format. This is a file type created by Adobe that allows fully formatted, documents to be transmitted across the Internet and viewed on any computer that has Adobe Acrobat Reader software.

Peripheral Device

Often abbreviated to peripheral. Virtually any device which can be connected to a computer. This term includes modems, printers, scanners, interactive whiteboards, etc.

Pixel:

A contraction of picture element. What you see on a computer Display Screen is made up of thousands of coloured pixels or small dots.

Presentation Program / Presentation Software

Used to describe software such as PowerPoint, part of the Microsoft Office suite of programs. Presentation Software is used in conjunction with a Data Projector and a wall screen or Interactive Whiteboard in order to display a series of slides relating to a business presentation, a lesson or lecture.

Risk

A risk is the likelihood of harm occurring or exposure to the chance of injury or loss; a hazard or dangerous chance.

Search Engine

A search facility provided at a number of sites on the World Wide Web. Search engines enable the user to search the whole of the Web for key words and phrases and to locate related websites. This is a useful facility for locating information. Commonly used search engines are provided by Alta Vista, Ask, Google, Lycos and Yahoo.

Server

A computer which provides services to other computers, which are known as clients. For example, when you click on a link in a Web page your Browser sends a request to a remote computer, known as a Web Server, which serves the requested page to your browser, which then displays it on your computer screen. A Local Area Network (LAN) has a server that delivers software to the computers (also known as workstations) that are connected to it. It is usually the most powerful computer in the network. Users connected to a LAN can access their own files remotely and exchange information with the server and other users connected to the network.

Software

The opposite to Hardware. A generic term describing all kinds of computer programs, applications and operating systems. Software is not tangible, being a set of instructions written in a Programming Language comprising a set of instructions that the computer executes.

Spellchecker or Spell-checker

An electronic dictionary, usually part of a Word-processor, which scans the text entered by the user and highlights any word that it does not recognise. The author of the text is then given the option to correct, ignore or add any highlighted word to the dictionary. Spellcheckers can be set to accommodate different varietes of a language, e.g. British or American English, and many other languages. Many email packages also include a spellchecker.

Spreadsheet

An electronic accounting program. Such programs like Microsoft Excel can also be used for purposes other than those which relate to accounting practices.

Storage Device

Equipment used for accessing and recording (i.e. storing) computer programs, texts, images, audio recordings and video recordings, etc. The term Storage Medium refers to the actual material used for storing such information, although a Flash Drive, for example, could be referred to both as a storage device and as a storage medium.

Storage Medium (sing.) / Storage Media (pl.)

A medium (pl. media) which is used to record (i.e. store) computer programs, texts, images, audio recordings and video recordings, etc. The term Storage Device refers to the equipment used for accessing and recording (i.e. storing) such information. Examples of storage media include CD-ROMs, DVDs, Floppy Disks and Hard Disks.

TCP/IP

Abbreviation for Transfer Control Protocol / Internet Protocol. The main data transfer protocol used on the Internet. See Internet.

TIFF or TIF

Abbreviation for Tag Image File Format. A file format for storing images on a computer. TIFF files can store very high-quality images with millions of colours, but they are very demanding in terms of storage space.

Trackball or Tracker Ball

A Pointing Device. A sort of upside-down Mouse, with the ball facing upwards. The user manipulates the track of the Cursor on the screen by moving the ball with the palm of the hand or fingers.

Upload

To transfer a copy of a computer program, a text file, an image file, a sound file or a video file from one computer to another computer. This term can also be used to describe the process of: (i) transferring a photograph from a digital camera to a computer, (ii) transferring a sound recording from a digital sound recorder to a computer, and (iii) transferring a video recording from a Camcorder or Digital Camera to a computer.

URL:

Abbreviation for Uniform Resource Locator. Also known as a Web Address. A URL contains the location of a resource on the Internet. A URL specifies the address of the computer where the resource is located, which may be the homepage of a website, e.g. http://www.ict4lt.org, or a sub-page, e.g. http://www.ict4lt.org/en/en_mod2-1.htm. The http:// prefix can usually be omitted from a URL when it is entered in a Browser.

Vector Graphic

A method of creating graphic images on a computer by telling it to draw lines in particular positions. An advantage of a vector graphic is that it can be enlarged or reduced in size without loss of sharpness or distortion. Most modern image creation and edtiting packages can save images in vector graphic format. Vector graphics can be contrasted with bit-mapped graphics, which are made of a fixed number of pixels (small dots), and therefore sharpness may be lost when the image is resized.

Virus

A virus is an illicit program. If you surf the Web, use email or floppy disks sent to you by other people, you need to be protected against virus invasions. Viruses can be highly contagious, finding their way onto your computer's hard drive without your being aware of it and causing considerable damage to the software and data stored on it. Viruses can be contracted from files attached to email messages, e.g. Microsoft Word files, or direct from the Web. Be very wary of opening an email attachment of

unknown origin, as this is the commonest way of spreading viruses. Software used to protect your computer against the invasion of computer viruses is known as anti-virus software.

WAN

Abbreviation for Wide Area Network. A network of computers located at geographically separate sites. See LAN, MAN.

Webmail:

A facility for creating, sending and and receiving messages via the Internet.Webmail offers an alternative to using email software such as such as Outlook or Eudora: see Email. In order to use webmail you have to register with an Internet Service Provider (ISP) and you can then access their email service via your Web Browser.

Website

An area on the World Wide Web where an organisation or individual stores a collection of pages of material - Web pages. The pages are usually interlinked with one another and with other websites. Every website has a unique Web Address or URL.

Word-processor

Probably the most widely used computer application program. Modern word-processors allow the user to create fine-looking documents including images, tables, photographs, and even sound and video recordings if they are to be viewed on screen rather than from the printed page. In many respects they are similar to Desktop Publishing applications. Word-processors normally include a spellchecker, a grammar checker, a style checker and a thesaurus, as well as tools for writing in HTML, the coding language used for producing Web pages.Word-processors have been widely used in teaching and learning foreign languages ever since they first appeared.

World Wide Web

Usually referred to simply as the Web. This is the most powerful and fastest growing Internet service. The World Wide Web was the brainchild of Tim Berners-Lee, who in 1989 invented the HTML coding language that is the basis of the Web. The Web became a public service in 1993. It is a huge collection of resources of information, including learning materials, which is accessed by means of a computer program known as a Browser. The World Wide Web is only part of the Internet, but many people treat both terms as synonyms.

XML

Abbreviation for eXtensible Markup Language. XML is a specification emanating from the World Wide Web Consortium (W3C) that allows Web designers to create their own language for displaying documents on the Web. XML is an extension to the standard language for creating Web pages, HTML, and makes it possible to create websites containing more complex interactivity.

Acknowledgements