



Cambridge
EMPLOYABILITY

EMPLOYABILITY SKILLS

GLOSSARY

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GLOSSARY

Word	Meaning
Academic	Theoretical learning.
Acceptable	Satisfactory; adequate, welcome.
Accident	Something which happens unexpectedly and unintentionally, and which often damages something or injures someone.
Achievement	Successful completion of something.
Action plan	A planned series of actions, tasks or steps designed to achieve an objective or goal.
Active listening	Listening for meaning in which the listener checks with the speaker to see that a statement has been correctly heard and understood.
Adaptability	Ability to be able to change or adjust to new conditions.
Application form	A form, provided by an employer, to gain written information from a person about their interest in, and suitability for, a job.
Appropriate	Right or suitable. Something which fits in the context of the situation.
Aspiration	The strong desire to achieve a particular aim.
Assertiveness	Being bold and self-assured but not aggressive.
Attribute	A quality someone has which makes them particularly good at a certain type of task (eg patience might make someone good at working with customer complaints).
BACS	Banks Automated Clearing System. A computerised system to transfer money electronically from one bank account to another to settle accounts.
Behaviour	The way someone acts, their conduct.
Benefit	An advantage. State benefits are allowances paid by the Government for sickness, unemployment, supporting children etc.
Body language	Non-verbal communication – information conveyed by using posture, gestures etc.
Bonus	An additional reward, usually provided after the achievement of a goal.
Business	An organisation which aims to make a profit by providing goods or services in exchange for money.
Career	A chosen profession or occupation in working life.
Charity	A not-for-profit organisation that provides free, or subsidised, support (money, advice, food etc) to those in need.

Word	Meaning
Colleague	Another employee who works with you.
Consequence	The result or effect of some previous event (eg the consequence of failing to follow instructions is that the job is not carried out correctly).
Contingency	A possible but not very likely future event or condition. In forward planning (and especially budgeting) making provision for such an event (eg setting aside some extra money to cover it).
Co-operative	A company that is owned and managed by the people who work in it.
Conduct	The way a person behaves.
Context	The background to something which gives it meaning.
Contract	A formal agreement between two or more people or organisations, or the document which states this agreement.
Courtesy	Politeness and good manners.
Creativity	The imagination to think of new ideas and new ways of doing things. Having the ability to be inventive.
Currency	1) The money (coins or notes) used in a country. 2) The period of time in which something is valid or accepted.
Curriculum vitae (CV)	A written account of experience and education which informs employers of the previous career history of a potential employee.
Customer/client	Someone who buys something or uses a service provided by an organisation. Customers/clients may be external (eg general public), or internal (eg an employee from another department in the organisation).
Customer Service	Responding to customer demands and dealing with their queries.
Day release	Type of training where someone spends one day of their working week out at a regular training course usually at a college.
Debt	Something which is owed (usually money) with an obligation to pay back.
Department	A specialised part of a larger organisation (eg accounts department).
Distance learning	A type of training where students are not in a classroom or face to face with their teachers, but learn through structured work either in written correspondence or via the web.
Documentation	Formal written materials providing important information.
Efficient	Doing something with the least waste of time and effort.
Eligible	Worthy of or qualifying for something.
Emergency	An often dangerous situation which must be dealt with immediately (eg gas leak in a kitchen).

Word	Meaning
Employee	Someone who works for another individual or business in exchange for money.
Employer	A person or organisation which pays others to work.
Employment opportunity	A chance to obtain a job.
Employment trend	A pattern in the way people tend to work (eg the hours or days they work, the times of the year, the type of work, the number or types of employers they work for).
Equal opportunities	The same opportunities for all irrespective of race, gender, age, disability, culture, sexual orientation, or marital status.
Etiquette	The (usually unwritten) rules which tell you what is acceptable behaviour in a particular social situation.
Evidence	Information which can be used to prove something.
Expenditure	The total amount of money which is spent.
External communication	Contact or communication with people outside the organisation (eg customers, suppliers).
External customer	Someone outside of the business who receives goods or services from the business in exchange for money.
Familiar	Well-known, easily recognised, frequent or customary.
Feedback	Information given in response to an enquiry about how other people view something or someone (eg commenting on the performance or the output of a task).
Financial	Something which relates to money.
Flexibility	Being adaptable (eg an employee able to adapt to changing job requirements) or variable (eg working hours could be different each week).
General public	Ordinary people, especially all the people who are not part of an organisation.
Goal	An aim to work towards.
Goods	Items for sale.
Gross pay	The amount of money that is earned before tax, National Insurance, pension etc is deducted.
Hazard	Something which is likely to be a danger or cause harm.
High risk	Something which is likely to happen and where it is probable that it will cause loss or injury.
Hygiene	Attention to cleanliness and/or health.
ICT	Information communication technology.

Word	Meaning
Income	Total amount of money received.
Income tax	A tax paid on earnings. It is usually higher for people with higher incomes.
Influence	The effect of one thing (or person) on another.
Initiative	The ability or attitude to begin something without being prompted by someone else.
Internal communication	Communication with people inside the business (eg staff in other departments).
Internal customer	Someone from within the business in a department or area who receives a product or service from another department or area.
Interview	A formal meeting of people (usually face to face) to discuss, for example, whether a person is suitable for a job role, and whether the job is suitable for that person.
Interviewee	The person being interviewed for the position.
Interviewer	The person carrying out the interview. (There may be more than one present at an interview).
Job role	A position in paid employment.
Job opportunity	A chance to gain employment.
Job vacancy	An unfilled employment post.
Labour market	Made up of people of working age who are available for work, and the employers who need people to work for them. The number of people, and the number of jobs available can affect the rate of the wages being paid.
Legible	In the case of handwriting or printing, clear and neat and possible to read.
Liaise	Communicate and maintain contact with.
Limited company	A business owned by several people (called shareholders) which has its own identity in law.
Logical	Clear and sensible sequence or layout which follows an obvious pattern and can be easily justified.
Low risk	Something which is unlikely to happen and where it is probable that if it did occur, loss or injury would be minor (eg a paper cut from refilling a printer with paper).
Medium risk	Something which may happen and which may cause loss or injury.
Multinational	A large business operating in several different countries.
National Insurance (NI)	A system of taxation in which the government collects money from companies and workers and makes payments to people who are too old or ill to work or who are unemployed.
National Minimum Wage	The lowest wage an employer may legally pay an employee.

Word	Meaning
Net pay	Money you are paid after tax, NI contribution etc, have been deducted.
Non-routine	A process or occurrence which is unusual or unfamiliar and which doesn't happen on a regular basis.
Not for profit organisation	An organisation established with the main aim of addressing a social need rather than making a profit. Any surplus revenue will be used to fund further work.
Occupation	A person's regular work or profession.
On the job training	Learning whilst doing the task rather than in the classroom or in a theoretical way.
Organisation	A group of people who work together in a structured way for a shared purpose.
Owner	To own or possess an item/property or business.
Partnership	A business which is owned by two or more people.
PAYE	Pay As You Earn - a method of paying income tax where the money is taken out of your wages or salary before you receive it (ie direct to the HM Revenue and Customs - formerly Inland Revenue).
Peers	People who are equal to you in social standing, age, position etc.
Pension	A regular payment a person receives once they have retired from their former paid employment. This may be a state pension or a private pension.
Performance	The way a task is carried out.
Personal	The private aspects of someone's life.
Personnel	The people employed in an organisation. (Personnel Dept – the part of the organisation which keeps records of the staff – sometimes also called Human Resources.)
PIN	Personal Identification Number.
Practical	Actual experience or use – not just theory. Useful.
Procedure	A method for doing a task, often laid down by an employer, including the actions or steps which need to be done in a particular order.
Project	A scheme or task requiring planning and effort to be completed.
Product	An item produced by a business for sale to customers.
Progression opportunity	A chance to make progress (eg move to a higher level job) within employment.
Promotion	Be promoted to a higher position – advance to a higher level.
Punctuality	Arriving at the time agreed. The quality of always keeping to the arranged time.

Word	Meaning
Public Limited Company (plc)	A business which has shares which can be publicly bought and sold (usually in the stock market) and so is owned jointly by all the people who have bought shares in it (the shareholders).
Repossessed	To reclaim possession of for failure to pay instalments due.
Research	Investigate or collect information on a specific subject.
Resources	Something you need in order to be able to do a task – eg materials, time, people.
Respect	To show special regard or admiration for someone who has good ideas or qualities; to treat them with courtesy and show consideration to them.
Responsibilities	Things for which a person is accountable and should be able to undertake without supervision (for example, an employee should be responsible for their own time keeping, for following the rules, and an employer is responsible for ensuring their employees have a safe environment in which to work).
Rights	Something you are entitled to, or allowed to do, by law.
Risk	The chance of something which causes misfortune or loss happening in a specific situation.
Risk assessment	To assess the likelihood of a particular dangerous or unwanted event happening which may cause injury and to attempt to plan an appropriate way to minimize this risk (eg a worn carpet on a back stairway, low risk of trip hazard, may be sufficient to tape over the worn parts. Worn carpet in main entrance, high risk of trip hazard, should be replaced).
Routine	A usual or regular process or occurrence.
Rules	Something you must or must not do.
SAYE	Save As You Earn - a saving scheme set up by an employer that allows employee to save gradually towards buying shares in the company you work for at a discount.
Sector area	A group of similar jobs identified by an occupational name (eg retail, manufacturing, care etc).
Sector specific skills	Those skills which are needed for and relate only to a specific sector area.
Services	To provide someone with help or assistance that they need eg hairdressing, cleaning, repairing cars, giving swimming lessons.
Sequence	An arrangement of two or more things in a specific order.
Shadowing	Where a person 'shadows' or follows someone in their work role for a period of time to learn about their role or to improve their own performance in that role or a similar role.
Shift work	Work pattern outside of normal daytime hours - particularly used in factories.
Simulation	Something set up to imitate, represent or reproduce a specific situation.
Skill	A special ability to carry out a task, usually gained by training (eg the ability to create spreadsheets using a specific computer program).

Word	Meaning
SMART	A framework for setting goals. Usually given as: S - specific M - measurable A - achievable R - realistic T - time-based
Sole trader	A business owned by one person.
Standards	Levels of quality.
Straightforward	Simple; easy.
Success	The favourable outcome of an action.
Supervision	Being watched over to check that you are doing what is meant to be done.
Surplus	An amount which is more than is needed.
Target	A goal or objective. Often agreed levels of sales or service that employees work towards.
Team	A group of people organised to work together.
Techniques	A practical method used to carry out a specific task.
Transaction	The act of obtaining and paying for a good or service.
Transferable skills	General skills which are useful across a range of different types of tasks (eg communication skills).
Unfamiliar	Not known or experienced; strange.
Verbal	Of or relating to the spoken word.
Vocational	Relating to training in a particular practical work task.
Voluntary organisation	A non-profit making organisation staffed mainly by volunteers.
Voluntary work	Unpaid work carried out willingly by someone either to help a not-for-profit organisation or to gain experience in a particular work environment.
Work	Physical or mental effort to produce something or provide a service.
Work areas	An area where specific activities are carried out eg workshop, reception, office.

Word	Meaning
Working environment	The place and conditions under which work is carried out. Environments can be affected by the levels of lighting, temperature, noise etc.
Work placement	An organised work activity (usually voluntary) for a set period of time, outside of someone's usual learning or work environment, which provides an opportunity for that person to learn about that particular type of work in a real work place environment.
Workplace	A place, such as an office or factory, where people are employed.
Workplace tasks	These are activities that take place in the workplace.
Workplace practices	The usual or customary ways a particular organisation chooses to operate (eg it might be standard practice to answer the telephone within three rings).
Workplace values	Shared principles, beliefs and standards including rules and responsibilities (eg to provide excellent customer service at all times).

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