



5. Glossary

Term used	Description of the context applied to the term in this application
Access levels	<i>Provides the facility to vary the features made available to a user within the application</i>
Application	<i>The web-based system that facilitates this workforce development module</i>
Basic Review	<i>One of the two types of review process offered by the application. This process is designed to be used in high volume staff areas and is most effective when used as a method to compliment the more structured Standard Review process aimed at effectively supporting higher skilled areas.</i>
Closed feedback	<i>Feedback provided by the employee, not made available to the person conducting the review, however still made available to the senior level management staff</i>
Company objectives	<i>These are the top level, goals / targets / aspirations / that have been set by the organisation as their outline requirements for the period in question</i>
Department	<i>A group of one or more similar employees with a common first line manager</i>
Departmental development model	<i>Visual presentation of the combined influence that each individuals rating has on the overall department – Includes images of incremental development and shows the departmental ratings for each sub-skill</i>
Development objectives	<i>Personal development goals as defined by the reviewer & agreed by the employee</i>
Feedback	<i>Process to obtain a 360° or closed-loop review – Includes the person receiving the reviews opinions</i>
Feedback analysis	<i>The feature provided to enable the user to collate and analyse key feedback statistics. The feature also facilitates deeper, click of a button, root-cause analysis of top-level trends and highlights</i>
Housekeeping	<i>A term that is now commonly applied to the controlled management of the workplace conditions – A place for everything and everything in its place</i>
Individual	<i>An employee within a department who receives a review</i>
Intellectual property	<i>The information and knowledge held by the workforce that is linked to the effective operation and ongoing development of the organisation</i>
Investors In People (IIP)	<i>A recognised body that promotes the development of the workforce as an essential key to sustainable organisation achievement</i>
Key performance indicators	<i>Sometimes shown as KPI's. The areas chosen by the organisation to be measured in their efforts to maintain control of their business and it's planned development</i>
Licensing agreement	<i>The client / provider agreement that covers the unique duration and cost applied to the use of the workforce development module</i>
Open Feedback	<i>Feedback provided by the employee & made available to the person conducting the review</i>



Organisation	<i>The overall structure of a clients operation that may consist of one of more sites, each of which houses one or more departments.</i>
Personal attribute	<i>A behavioural trait as opposed to a taught skill. Ex's could be; Flexibility / Punctuality / Etc</i>
Rating / Scoring	<i>The numeric value applied to an area of skill to create an objective measure of performance – Not designed to be precise, merely reflective of the level achieved and / or contribution made</i>
Review	<i>Sometimes referred to as Appraisal or Performance Review. The process of a manager sitting with their direct reports, discussing passed performance and future plans</i>
Review status report	<i>An auto generated organisation level report, created for review only and module administrator access levels. Shows the status of all reviews (Due / Pending / Overdue) and the associated feedback (completed / overdue) as defined as required for an organisation</i>
Site	<i>A geographical location consisting of a selection of one or more departments</i>
Skill-area	<i>Defines the seven main sections that each skill-set is divided into. The heading applied to a skill-area is designed to group together the sub-skills that are housed within it.</i>
Skills development model	<i>Visual presentation of an individuals perceived level of contribution – Includes images of incremental development</i>
Skill-set	<i>A collection of up to 70 bespoke skills and personal attributes split into 7 individual skill-areas, each of which contains up to 10 measurable Sub-skills. A skill-set is compiled to reflect the unique needs within a specific department of a specific organisation</i>
SME	<i>Small to Medium Enterprise – Scope of business operation</i>
Standard Review	<i>One of the two types of review offered within the application. In addition to the functionality provided by the basic review, this process provides a much higher level of structure within the review preparation process. It also encompasses intelligent logic to ensure the discussions and objectives from the previous review are not lost and form the starting point for the next review. Use of this process ensures best utilisation of the system reports and offers most features.</i>
Sub-skills	<i>The skill or personal attribute that will be objectively measured. Each skill-area must house a minimum of three sub-skills and has the facility to hold up to ten. The sub-skill is used within the process to define the training required and as such it is important that it is allocated at a suitably defined level</i>
Training needs report	<i>A real-time report provided via the click of a button, collate and sort option within the application. See section 7.2. for the unique features offered.</i>
Training provider report	<i>A report provided via the click of a button, collate and sort option within the application. See section 7.3. for the unique features offered.</i>
User	<i>A person with controlled access to system features via a unique username & password</i>