

Learning and Skills Taxonomy

Author Tony Davis
Taxonomist Geraldine Jackson
Metadata specialist Mike Collett

Version 23 October 2008

Notes:

- The Taxonomy of Issues was developed by Tony Davis while working as an Ofsted HMI, manager of Ofsted's Good Practice Database, and a member of the Excellence Gateway's Operational Board. He worked with a taxonomist, metadata expert, and specialist inspectors from every remit within the learning and skills sector, along with all key stakeholders and provider representatives.
- The work was completed in 2008 and used as the basis of the resource navigation system for the tens of thousands of resources in the Excellence Gateway.
- This document was a working resource and never intended to be published. Readers should accept it as such.
- The numbering used was for referencing purposes during the development phase. It is not always sequential as the document has evolved over time.



Learner's Journey topics

- 1 [Recruitment](#) (learners)
 - 1-5 [Initial assessment](#)
 - 2 [Induction](#) (learners)
 - 3 [Teaching, training, coaching and learning](#)
 - 4 [Learner support](#)
 - 5 [Assessment](#) (learners)
 - 6 [Reviewing learners' progress](#)
 - 7 [Retention](#)
 - 8 [Achievement](#)
 - 9 [Progression](#)
-

Leadership and Management topics

- 10 [Curriculum development](#)
 - 11 [Data](#)
 - 12 [Employers](#)
 - 13 [Equality and diversity](#)
 - 14 [Financial management](#)
 - 15 [Health and safety](#)
 - 16 [Inspection preparation](#)
 - 17 [Leadership](#)
 - 18 [Management](#)
 - 19 [Partnership/collaborative working](#)
 - 20 [Quality improvement](#)
 - 21 [Research](#)
 - 22 [Management of Resources](#)
 - 23 [Staff](#)
 - 24 [Subcontractors](#)
-

Glossary of terms

G01 Learner

Synonyms: Applicant
Apprentice
Beneficiary
Candidate
Client
Customer
Employee
Inmate
Offender
Participant
Prisoner
Prospective learner
Pupil
Recruit
Student
Trainee
Virtual learner

Describes anyone who is engaged in a learning, training or coaching process.

G02 Provider

Synonyms: Academy
Adult and community learning (ACL) provider
Adult, family and community provider
College
Department of Work and Pensions (DWP) provider
Entry to Employment (E2E) provider
European Social Fund (ESF) provider
Family learning
Further education college
Independent college
Independent specialist college
Jobcentre Plus provider
learndirect provider
Managing agency
Managing agent
nextstep provider
New Deal Prime Contract provider
Prison
Probation
School
Studio School
Train to Gain provider formally Employer Training Pilot (ETP)
Training organisation
Training provider
University
Work-based learning provider
Workstep provider
Young Offender Institution (YOI)
Voluntary and community sector (VCS)
Offender Learning and Skills Service (OLASS)
Service provider
Sixth form
Sixth form college
Specialist school
University Technical College

Any organisation that helps to engage learners in a learning, training or coaching process and/or helps them to progress.

G03 Programme

*Synonyms: Apprenticeship
Course
Framework
Learning programme
Project
Training programme
Work programme*

Describes a defined period, or range of work, that a learner undertakes with a provider for the purpose of learning and/or progression.

G04 Teacher

*Synonyms: Coach
Facilitator
Instructor
Lecturer
Practitioner
Supervisor
Trainer
Tutor*

*Related terms: Advisor
Assessor
Mentor*

Someone who helps a learner learn.

G05 Subcontractor

*Synonyms: Franchised provision
Franchised provider
Franchising*

A provider that provides training provision on behalf of another organisation.

The Learner's Journey topics

1 Recruitment ([learners](#)) (G01)

[Back](#)

The relationship between learners and [providers](#) before the formal start of a [programme](#).

1.01 Marketing

Related terms: [Marketing to employers](#) (12.07)

Narrow Term: Promotional activities

Activities to develop awareness of provision among potential learners.

1.02 Recruitment information, advice and guidance ([2.17](#))

Related term: [Financial support](#) (4.05)

Helping learners to identify what they want and understand which provision most closely meets their needs.

1.03 Recruitment of learners with learning difficulties and/or disabilities.

Strategies, resources and procedures for recruiting learners with known additional needs.

1.035 Recruitment of disaffected learners

Related term: NEETs (Not in Education, Employment or Training)

Strategies, resources and procedures for recruiting learners aged 16-18 who are not in education, employment or training (NEET).

1.04 Interview practice

Related term: [Screening](#) (1.10)

Activities to help potential learners join appropriate programmes.

1.05 Access to education ([13.06](#))

Synonym: Inclusive education

Related terms: Widening participation

Under-represented groups (Syn: People with disabilities, lower income families, minority ethnic groups, offenders and travelling communities)

Equality and diversity impact measures (EDIMs)

Disability Discrimination Act (DDA)

The analysis of applications and recruitment by appropriate sub-groups and activities to redress any under-representation.

1.06 Working with employers (recruitment) ([12.05](#))

Related terms: [Pre-contract capability check](#) (24.00)

Helping employers understand their role and their responsibilities to current and potential learners.

1.065 Working with schools (recruitment)

Understanding the demographics of local schools, monitoring application patterns and assisting with 14-16 opportunities where appropriate.

1.07 Responding to local and regional priorities

Related terms: Needs analysis

Business development

Business planning

[Marketing to employers](#) (12.07)

[Social research](#) (21.01)

Narrow terms: [Meeting communities' needs](#) (10.02)

[Meeting employers' needs](#) (10.03)

Activities to gauge the changing needs of local communities and the development of provision to meet the identified needs.

1.09 [Staff development](#) (23.09)



Synonym: *Workforce development*
Personnel development

Narrow terms: *Continuous professional development (CPD)*

Related terms: [Appraisal](#) (23.06)
ECPD – professional development in e-learning
[Meeting employers' needs](#) (10.03)
Personal development
Professional qualifications
Teacher training
Workforce reform
Career

Broader term: *Human resources management (Syn: Personnel management)*
Strategies and activities to help staff improve their skills and/or understanding.

1.10 Screening

Synonym: *Initial screening*

Related term: [Initial assessment](#) (1.5)
[Interview practice](#) (1.04)
Recognising and recording progress and achievement (RARPA)

Broader term: *Recruitment practice*

Direct or indirect assessment activities to help providers choose an appropriate method of initial assessment for their learners.

1-5 Initial assessment [Back](#)

Synonym: *Diagnosing learning needs*

Related terms: [Screening](#) (1.10)
[Diagnostic assessment](#) (2.075)
[Individual learning plan](#) (2.18)
[Personalisation of learning](#) (3.03)
[Assistive technology](#) (13.055)
Recognising and recording progress and achievement (RARPA)

Direct or indirect assessment activities to help providers understand the prior attainment of their learners, their unique needs and any barriers to learning. This may result in further diagnostic assessment.

2 Induction (learners) [Back](#)

The initial period of a programme that helps learners to settle into their programme and understand what is expected of them. During this period, the provider develops its understanding of each learner's unique set of experiences and skills in order to be able to plan an individualised programme for them.

2.01 Induction overview

Strategies and activities to give learners a thorough understanding of their programme, develop their skills in planning and carrying out work and using information resources, and, where appropriate, to develop good habits in meeting deadlines and producing good work.

2.02 Ice-breaker exercises

Activities to help learners feel at ease with their programme and their peers.

2.04 Handbooks (learner)

Related term: *Online learning guidance and navigation.*
A document that contains essential information for learners.

2.05 [Induction \(learner - health and safety\)](#) (15.02)

Activities to ensure that all learners understand the health and safety implications of their programme and learning environment.

- 2.06 Learning resource centre induction
Synonym: Library induction
An activity to introduce learners to the learning resources available to them.
- 2.061 Online learning induction
*For **learnirect** programmes, an induction to the on-line learning environment.*
- 2.075 Diagnostic assessment ([5.015](#))
Related term: Recognising and recording progress and achievement (RARPA)
[Initial assessment](#) (1-5)
[Assistive technology](#) (13.055)
Following an initial assessment, this is the direct assessment of a learner's additional support needs.
- 2.09 Diagnosing learning styles
The assessment of a learner's preferred way of learning.
- 2.10 Support system overview
Activities to help learners understand the types of support available to them during their programme.
- 2.11 Tutorial system overview
Related term: [Tutorial](#) (6.02)
Activities to help learners understand how staff will use tutorial sessions to help them make good progress throughout their programme.
- 2.12 [Equality and diversity awareness](#) (13.10)
Synonym: Equal opportunities awareness raising
Synonym: Equal opportunities awareness raising
Related terms: [Policy \(equality and diversity\)](#) (13.01)
Bullying
Discriminatory behaviour
Discrimination
Equality training
Harassment
Induction (learners - equality and diversity)
[Behaviour management](#) (3.20) ([6.06](#))
Induction (staff - equality and diversity)
[Code of conduct](#) (2.15)
[Equality and diversity in the curriculum](#) (3.205)
[Disability Discrimination Act \(DDA\)](#)
Activities to develop a fundamental understanding of equality and diversity and individual/collective rights and responsibilities.
- 2.125 Employer induction
Introduction to the employer's working and learning environment.
- 2.13 Buddying
Support for new learners from existing learners.
- 2.14 [Mentoring learners](#) (3.17)
A developmental relationship between a more experienced mentor and a less experienced partner, referred to as a mentee. A mentor will help the mentee to progress by using questions, illustrations, advice and guidance.
- 2.15 Code of conduct ([2.12](#))
Related term: Values setting
[Equality and diversity awareness](#) (13.10)
[Behaviour management](#) (3.20) ([6.06](#))
[Policy \(equality and diversity\)](#) (13.01)
Activities that enable a group to develop and set down their own common understanding of acceptable behaviour.
- 2.16 [Additional learning support](#) (4.01)

The direct assistance learners receive to help them overcome their barriers to learning and make good progress..

2.17 [Financial support \(1.02\)](#) (4.05)

Related term: Skills accounts
Education Maintenance Allowance (EMA)
[Recruitment information, advice and guidance](#) (1.02)

Narrow terms: Access fund
Hardship fund
Learning support fund
Travel allowance
Travel support
Accommodation support
Recruitment information, advice and guidance

Money to enable learners to join or complete a programme in situations where a lack of money may otherwise restrict them.

2.18 Individual learning plan (ILP)

Synonyms: Individual action plan (IAP)
Individual development plan (IDP)
Personal development plan (PDP)
Personal action plan (PAP)
Learning plan
Compact agreement
Learning contract
Personal goals (Syn: Individual goals)
Attainment plan

Related term: [Initial assessment](#) (1-5)
[Training plan](#) (3.05)
E2E passport

The document used to record the results of initial and diagnostic assessment, to set out the learner's programme and any additional support activities, and to record ongoing progress.

2.185 Value added

Synonyms: ALIS (Advance level information system)
ALPS (Advance level performance system)

Related terms: [Learner progress data](#) (6.04)
[Target-setting \(learners\)](#) (6.12)
[Progress monitoring](#) (11.04)
[Value added measure](#) (11.10)
[Performance measurement and management](#) (11.17)

The progress made by learners studying graded qualifications as shown by the comparison between their current attainment levels and those on entry. This data system is often used to set targets for expected performance by comparing learners' levels on entry with similar learners nationally. The data is then used to monitor learners' progress towards achieving their targets.

2.19 Progress review system overview

Related term: [Progress reviews](#) (6.01)

Activities to help learners understand how reviews will be used to help them make good progress throughout their programme.

3 Teaching, training, coaching and learning

[Back](#)

Activities or materials used to develop learners' understanding.

3.A Planning and resources

3.01 Curriculum plan

- Synonyms: Curriculum planning
 Related term: [Scheme of work](#) (3.015)
The document that shows how all elements of the programme/individual schemes of work fit together to ensure an appropriate overall experience for the learner.
- 3.015 Scheme of work
 Related term: [Curriculum plan](#) (3.01)
The document that shows the structure, content, individual and group learning objectives and assessment strategy for the programme.
- 3.02 Lesson plan
 Synonym: Session plan
The document that shows the structure, content, teaching and learning objectives and assessment strategy of a lesson.
- 3.03 Personalisation of learning
 Synonyms: Individualisation of learning
 Individualised learning
 Related terms: Differentiated learning
 Differentiation
 Extension activities
[Initial assessment](#) (1-5)
 Individual learning plans (2.18)
 Meeting individual needs
 Expert learner
The design of a whole learning experience to meet the needs of an individual learner.
- 3.04 Inclusive learning
 Related term: [Equality and diversity in the curriculum](#) (3.205)
Provision where barriers to participation have been removed and the programmes offered match the needs and aspirations of individual learners.
- 3.05 Training plan
 Related term: [Individual learning plan](#) (2.18)
The link between on- and off-the-job training
The document that sets out how the skills and knowledge learners develop away from their place of work can be practised in their work context.
- 3.06 Blended learning
 Synonym: Varied approaches to learning
The combination of multiple approaches to learning. Often used to describe the integration of physical and computer-based learning resources in a learning session.
- 3.07 Lesson
 Synonyms: Learning session
 Related term: Classroom activities
 Day release
 Off-the-job training
A structured period of time in which learning is intended to occur.
- 3.21 Learning resources
 Synonym: Learning materials
 Related term: [Development of teaching and learning resources](#) (22.03)
[Management of learning resources](#) (22.035)
[Equality and diversity in the curriculum](#) (3.205)
Physical or computer-based materials to help learners achieve their learning objectives.

- 3.22 Teaching resources
 Synonym: *Teaching materials*
 Related term: [Development of teaching and learning resources](#) (22.03)
[Management of teaching resources](#) (22.036)
[Equality and diversity in the curriculum](#) (3.205)
Physical or computer-based materials to help teachers illustrate learning objectives and help learners achieve them.
- 3.23 e-learning materials: creating and adapting
 Related terms: [Development of teaching and learning resources](#) (22.03)
[Management of ICT infrastructure](#) (22.04)
 Information Communication Technologies (ICT)
 Information Learning Technologies (ILT)
The design and production or alteration of computer-based learning materials to develop learners' understanding and/or skills.
- 3.25 e-learning materials: using
 Related terms: [Management of learning resources](#) (22.035)
[Development of teaching and learning resources](#) (22.03)
[Management of ICT infrastructure](#) (22.04)
 Information Communication Technologies (ICT)
 Information Learning Technologies (ILT)
The use of computers to enhance the learning experience, and activities and guidance to help learners understand how to use computer-based learning materials effectively.
- 3.B Teaching and learning**
- 3.08 Checking understanding
 Related terms: [Coaching learners](#) (3.16)
[Formative assessment](#) (5.03) ([6.08](#))
 Questioning techniques
Activity by a teacher to check that the intended learning has occurred.
- 3.09 Giving feedback to learners ([6.07](#))
Written and/or verbal communication to help learners determine their current level of understanding, how to improve this and how to make progress.
- 3.10 Working with individuals
 Synonym: *One-to-one teaching*
Individual teaching
 Narrow term: *Tutoring*
Teaching/training activity to help an individual learn.
- 3.11 Working with groups
 Synonym: *Group work*
Teaching/training activity to help a group of learners learn.
- 3.12 Practical work
 Synonym: *Hands-on learning*
 Related terms: *Experimental work*
Kinaesthetic
Off-the-job training
Laboratory work (Syn: Lab work)
Workshops
Learning by carrying out a physical/practical activity.
- 3.13 Independent learning
 Synonyms: *Independent study*
Individual study
Self-directed learning
Self-education
Self-study

- Related term:* [Distance learning](#) (3.26)
Supported independent learning
[Research \(learners\)](#) (3.15)
- Learning activity largely or wholly determined by the learner. A learner or group of learners working on their own or without direct supervision.*
- 3.14 Enrichment activities
Narrow term: Work experience
Additional programme elements to broaden the learners' experience.
- 3.15 Research (learners)
Related term: Project work
[Independent learning](#) (3.13)
Narrow term: Research techniques
An activity that enables a learner to investigate a subject, make their own discoveries and intellectual connections, and develop their own interpretation of the researched material.
- 3.16 Coaching learners
Related term: [Checking understanding](#) (3.08)
Questioning techniques
[Support for the Able and Talented](#) (4.09)
A technique used to help learners achieve their objectives. A coach rarely offers direct advice but helps learners to develop their understanding by using appropriate questions.
- 3.17 Mentoring learners ([2.14](#))
A developmental relationship between a more experienced mentor and a less experienced partner, referred to as a mentee. A mentor helps a mentee to progress by using questions, illustrations, advice and guidance.
- 3.18 [Motivating learners](#) (6.09)
Synonym: Motivation
Coaching, mentoring and teaching activities that develop a learner's capacity and desire to work on their own.
- 3.19 Developing self-confidence
Learning activities that enable learners to experience personal success.
- 3.20 Behaviour management ([6.06](#))
Synonyms: Discipline
Related term: [Code of conduct](#) (2.15)
[Equality and diversity awareness](#) (13.10)
Classroom management
Activities to help learners understand and adhere to an agreed code of conduct.
- 3.205 Equality and diversity in the curriculum
Synonym: Equal opportunity in the curriculum
Related terms: [Equality and diversity awareness](#) (13.10)
[Inclusive learning](#) (3.04)
[Learning resources](#) (3.21)
[Teaching resources](#) (3.22)
Planning and activities to ensure that equality and diversity issues are addressed through learners' programme activities.
- 3.26 Distance learning
Synonym: Distance education
Related terms: [Independent learning](#) (3.13)
Online remote learning
Open learning
Remote learning
[Support for remote learners](#) (4.08)

Computer-based learning activity that can be carried out anywhere, at any time, without face-to-face contact with a teacher/trainer.

- 3.27 On-the-job training
 Synonym: *Work placement*
Training that enables a learner to learn while carrying out their job.
- 3.28 [Formative assessment](#) (5.03)
 Related terms: *Analysing online activities*
Attainment (8.02)
Recording online activities
Assessment materials
[Checking understanding](#) (3.08)
Recognising and recording progress and achievement (RARPA)
Ongoing assessment to determine learners' progress and level of understanding as they work through their programme. The results of formative assessment are used to inform teaching and guide teachers and learners towards achieving the targets in the learning plans. Formative assessment can include such activities as questioning, written testing, listening to learners as they work in groups, assessing their progress as they undertake written work, and marking of written work.
- 3.285 [Summative assessment](#) (5.06)
 Synonym: *Exam*
End Test
 Related terms: *Final assessment (syn: Terminal assessment)*
Formal assessment
Assessment materials
Recognising and recording progress and achievement (RARPA)
Assessment to determine the learning that has taken place during a given period. It typically occurs at the end of a programme.
- 3.30 [Evaluation of own practice](#) (staff) (20.055)
 Related term: [Self-assessment](#) (20.02)
Activities to understand and improve the effect of teachers' work on the experience of their learners.
- 3.C Curriculum good practice**
- 3.29 Curriculum good practice
Good practice specific to a vocational/subject area.

4 Learner support

[Back](#)

Direct intervention to help learners achieve their potential and/or overcome any barriers to success.

- 4.01 Additional learning support ([2.16](#))
The direct assistance learners receive to help them overcome their barriers to learning and make good progress.
- 4.02 Additional literacy support
Specific teaching and learning activities to reduce the effect of weak literacy skills on wider learning.
- 4.03 Additional numeracy support
Specific teaching and learning activities to reduce the effect of weak numeracy skills on wider learning.
- 4.04 Additional language support
Specific teaching and learning activities to reduce the effect of weak language skills on wider learning.
- 4.05 Financial support ([2.17](#))

Related term: Skills accounts
Education Maintenance Allowance

Narrow terms: Hardship fund
Learning support fund
Travel allowance
Travel support
Accommodation support
[Recruitment information, advice and guidance](#) (1.02)

Money to enable learners to join or complete a programme in situations where a lack of money may otherwise restrict them.

4.055 Childcare

Synonym: Child minding

Childcare support for parents of young children to allow them to attend a training programme.

4.06 Personal support

Synonym: Individual support

Narrow terms: Pastoral support (syn: counselling)
Social support
Welfare support

Opportunities for a learner to discuss any problems they feel they have and/or their actual or perceived barriers to learning and making progress.

4.07 Support for learners with learning difficulties and/or disabilities.

Activities to support learners with learning difficulties and/or disabilities.

4.08 Support for remote learners

Related term: [Distance learning](#) (3.26)
Online automated help

4.09 Support for the Able and Talented (3.16)

Related term: [Coaching learners](#) (3.16)

Strategies and additional learning support for particularly able learners to ensure that they are challenged appropriately to realise their high potential.

4.10 Student union

Broader term: National Union of Students (NUS)

An organisation, usually in a college or university, which represents the views of all learners in discussions with the provider's managers. It also helps individual learners with welfare issues and often helps to organise social events. The National Union of Students (NUS) provides research, representation, training and expert advice for individual learners and students' unions.

5 Assessment (Learners)

[Back](#)

The determination of learners' prior learning, ongoing progress and level of understanding and end-of-programme achievements.

5.015 [Diagnostic assessment](#) (2.075)

Related term: Recognising and recording progress and achievement (RARPA)
Initial assessment (1-5)
[Assistive technology](#) (13.055)

Following an initial assessment, this is the direct assessment of a learner's additional support needs.

5.02 Portfolios

Narrow terms: e-portfolios
e-assessment

A learner's documented record of their learning and achievements.

5.03 Formative assessment ([3.28](#)) ([6.08](#))



Related terms: *Analysing online activities*
[Attainment](#) (8.02)
Recording online activities
Assessment materials
[Checking understanding](#) (3.08)
Recognising and recording progress and achievement (RARPA)

Ongoing assessment to determine learners' progress and level of understanding as they work through their programme. The results of formative assessment are used to inform teaching and guide teachers and learners towards achieving the targets in the learning plans. Formative assessment can include questioning, written testing, listening to learners as they work in groups, assessing their progress as they undertake written work, and marking of written work.

5.04 Work-based assessment

Synonym: *Employer-based assessment*
On-the-job assessment

Related term: *Work-based observations*

Assessment of an aspect of a learner's job role, carried out at work, to determine their level of vocational competence.

5.05 [Reflective practice](#) (6.11)

Related term: *Reflective account*

A learner's self-managed assessment of their attainment and planning for further achievement.

5.06 Summative assessment ([3.285](#))

Synonym: *Exam*
End Test

Related terms: *Final assessment (syn: Terminal assessment)*

Formal assessment

Assessment materials

Recognising and recording progress and achievement (RARPA)

Assessment to determine the learning that has taken place during a given period. It typically occurs at the end of a programme.

6 Reviewing learners' progress

[Back](#)

Activities to determine learners' attainment, set appropriately challenging targets and motivate them to succeed.

6.01 Progress reviews

Synonyms: *Development plan reviews*
Reviewing learners' progress
Reviewing progress and achievement

Related term: [Learners' progress](#) (6.10)

Learner tracking

[Progress review system overview](#) (2.19)

Recognising and recording progress and achievement (RARPA)

Regular formal meetings between a reviewer and learner (also employer, for work-based programmes) to assess the learner's progress to date and, where appropriate, the standard of their work. Both parties look at what has and has not been achieved and set specific, measurable, achievable, realistic and time-constrained (SMART) targets for achievement in the next period. Any specific support required to meet the targets is then agreed. For on-line learning, elements of this support may be generated automatically.

6.02 Tutorial

Related term: [Tutorial system overview](#) (2.11)

Regular meetings between individuals or groups of students and their teacher to monitor progress, provide support and manage the learning programme. This term

can also be used to describe a session to implement a pastoral scheme of work, which could include topics such as destination guidance, study skills, the Every Child Matters agenda.

- 6.03 [Attendance monitoring](#) (11.03)
Activities to monitor learners' attendance at required sessions (actual, on-line or remote) with the aim of improving or maintaining high attendance or activity rates.
- 6.04 Learner progress data
 Related terms: [Progress monitoring](#) (11.04)
[Target-setting \(learners\)](#)(6.12)
[Value added measure](#) (11.10)
[Performance measurement and management](#) (11.17)
[Value Added](#) (2.185)
Recognising and recording progress and achievement (RARPA)
Information that enables the provider and the learner to understand the progress the learner is making by comparing current attainment with that set out in the individual learning plan.
- 6.05 [Equal opportunities monitoring](#) (13.11)
 Related term: [Equal opportunities \(data\)](#) (11.01)
Impact assessment
Activity that enables the provider to continually assure itself that its equality and diversity aims are being realised and promoted and that learners are not experiencing discriminatory behaviour.
- 6.06 [Behaviour management](#) (3.20)
 Synonyms: *Discipline*
 Related term: [Code of conduct](#) (2.15)
[Equality and diversity awareness](#) (13.10)
Classroom management
Activities to help learners understand and adhere to an agreed code of conduct.
- 6.07 [Giving feedback to learners](#) (3.09)
Written and/or verbal communication to help learners understand how well they have completed a piece of work or where there are gaps in their understanding and how they can improve.
- 6.08 [Formative assessment](#) (5.03)
 Related terms: *Analysing online activities*
Attainment (8.02)
Recording online activities
Assessment materials
[Checking understanding](#) (3.08)
Recognising and recording progress and achievement (RARPA)
Ongoing assessment to determine learners' progress and level of understanding as they work through their programme. The results of formative assessment are used to inform teaching and guide teachers and learners towards achieving the targets in the learning plans. Formative assessment can include questioning, written testing, listening to learners as they work in groups, assessing their progress as they undertake written work, and marking of written work.
- 6.09 Motivating learners ([3.18](#))
 Synonym: *Motivation*
Coaching, mentoring and teaching activities that develop a learner's capacity and desire to work on their own.
- 6.10 Learners' progress
 Related term: [Progress reviews](#) (6.01)
Initiatives to improve the rate at which learners progress through their programme.
- 6.11 Reflective practice ([5.05](#))
 Narrow term: *Reflective account*

A learner's self-managed assessment of their progress and attainment and planning for further achievement.

6.12 Target-setting (learners)

Related term: [Learner progress data](#) (6.04)
[Value Added](#) (2.185)

The use of detailed achievement objectives (specific, measurable, achievable, realistic and time-constrained [SMART] targets) to motivate learners to achieve and to monitor their ongoing attainment. This could include the use of value added data to set and update target grades.

7 Retention

[Back](#)

7.01 Retention improvement strategies

Strategies and activities designed to help learners stay on their programme.

7.02 Retention rates ([11.06](#))

Narrow term: *DWP retention rate*
Broader term: [Retention](#) (7)

The proportion of learners who remain on their programme for its full duration. For DWP programmes: The proportion of learners who do not leave their provision without achieving their programme aims.

8 Achievement

[Back](#)

Learners' positive outcomes.

8.01 Enjoying and achieving

Related term: [Celebrating success](#) (8.09)
Every Child Matters

Strategies and activities to help learners find enjoyment in their work and achieve challenging targets.

8.02 Attainment

Synonym: *Standards of work*
Related term: [Formative assessment](#) (5.04)

The level the learner has reached in a quantifiable standard

8.03 Learning outcomes

Related terms: *Recognising and recording progress and achievement (RARPA)*
The measurable results of the learning process.

8.04 Qualifications

Formal certification of skills and understanding.

8.05 [Success rates](#) (11.08)

Related term: *Sustainable employment outcomes*
Qualification success rate report
[Provider performance report](#) (11.125)
New measures of success

The formal measure that shows the proportion of learners who achieve their programme aim within a specified length of time after the end of the programme in relation to the number who started.

8.055 Job-outcome rate

The formal measure that shows the proportion of beneficiaries who, in line with the Department for Work and Pensions guidelines, gain and retain employment in relation to the number who leave their provision.

8.06 [Timely success rates](#) (11.09)

Related term: *Qualification success rate report*

[Timed-out rates](#) (11.095)

Broader term: [Provider performance report](#) (11.125)

New measures of success

A formal measure for work-based learners that shows the proportion who achieve their programme aim in relation to the number who started. To be considered 'timely', achievement must be on or before the learners' expected end date and no more than one month after it.

8.07 Achieving economic well-being

Related term: *Every Child Matters*

Strategies and activities to help learners understand and develop effective work-related skills and aspire to financial self-sufficiency.

8.08 Making a positive contribution

Related term: *Every Child Matters*

Strategies and activities to help learners understand their own and others' rights and responsibilities and how they can contribute to their community.

8.09 Celebrating success

Related term: [Enjoying and achieving](#) (8.01)

Activities to reward learners' achievements with wider recognition.

8.10 Achievement rates ([11.07](#))

Synonym: *Pass rates*

Related terms: [Qualification success rates](#) (11.075)

Recognising and Recording Progress and Achievement (RARPA)

The number of learners who complete all of their learning aims as a proportion of the number of learners who reach the end of their programme. This statistical monitoring provides an indication of a provider's effectiveness at helping learners to attain their learning or development goals.

9 Progression

[Back](#)

The step learners take at the end of their programme.

9.01 Information, advice and guidance

Synonym: *Careers advice and guidance*

Helping learners to understand the options available to them during and at the end of their programme and to select an appropriate option for their next step.

9.02 Positive progression initiatives

Strategies and activities to ensure that programmes prepare learners effectively for progression into employment or further study where appropriate.

9.03 [Progression rate](#) (11.12)

Related terms: *Destination analysis*

Progression to positive destinations

Statistical monitoring of what learners do when they leave their programme.

Leadership and management topics

10 Curriculum development [Back](#)

10.00 Curriculum planning ([19.02](#))

Synonyms: Curriculum design
Curriculum development
Programme planning

Related term: [Development of teaching and learning resources \(10.04\)](#) (22.03)
The maintenance of relevant and effective provision.

10.01 14-19

Curriculum developed to provide a good range of education and training routes for young people.

10.02 Meeting communities' needs

Broader term: [Responding to local and regional priorities](#) (1.07)

Related term: Business development
Business planning
Needs analysis

Activities to gauge the changing needs of local communities and the development of provision to meet the identified needs.

10.03 Meeting employers' needs ([12.01](#))

Related terms: Business planning
Business development
ECPD – professional development in e-learning
Needs analysis
[Staff development \(18.03\)](#) (23.09)

Broader term: [Responding to local and regional priorities](#) (1.07)

Activities to gauge the changing needs of local employers and the development of provision to meet the identified needs.

10.04 [Development of teaching and learning resources](#) (22.03)

Narrow terms: Learning resources development
Teaching resources development

Related term: [Curriculum planning](#) (10.00)
[e-learning materials: creating and adapting](#) (3.23)
e-learning materials: using (3.25)
[Learning resources](#) (3.21)
[Teaching resources](#) (3.22)

Activities to improve the effectiveness of teaching and learning materials or the development of new materials to meet learners' needs.

10.06 [Sharing/using good practice](#) (20.20)

Related term: Provider network

Narrow term: Effective transfer of good practice

Strategies and activities for sharing good practice across a provider's work and bringing in good practice from external sources.

11 Data [Back](#)

The measurement of specific aspects of provision giving a provider information to use in decision making.

11.00 Management information system

Synonyms: MIS

Narrow term: Individual learner record (ILR)

Broader term: [Management of ICT infrastructure](#) (22.04)



The measurement of specific aspects of provision to give a provider information to use in decision-making.

- 11.01 Equal opportunities (data)
 Synonym: *Equality and diversity (data)*
 Related term: [Equal opportunities monitoring \(6.05\)](#) (13.11)
Statistical monitoring, by sub-groups, of key aspects of provision, including participation, retention and achievement.
- 11.02 Early leavers
Learners who leave their programme before their expected end date without achieving their programme aims.
- 11.03 Attendance monitoring ([6.03](#))
Activities to monitor learners' attendance at required sessions (actual, on-line or remote) with the aim of improving or maintaining high attendance or activity rates.
- 11.04 Progress monitoring
 Related terms: [Learner progress data](#) (6.04)
[Recognising and Recording Progress and Achievement \(RARPA\)](#)
[Value Added](#) (2.185)
Data that enables the provider and the learner to understand the progress the learner is making by comparing current progress and attainment with that set out in the individual learning plan.
- 11.05 'At-risk' learner monitoring
Using data to determine when a learner is becoming at risk of leaving their programme early without achieving their programme aims.
- 11.06 [Retention rates](#) (7.02)
 Narrow term: *DWP retention rate*
 Broader term: [Retention](#) (7)
The proportion of learners who remain on their programme for its full duration. For DWP programmes: The proportion of learners who do not leave their provision without achieving their programme aims.
- 11.07 [Achievement rates](#) (8.10)
 Synonym: *Pass rates*
 Related terms: [Qualification success rates](#) (11.075)
[Recognising and Recording Progress and Achievement \(RARPA\)](#)
The number of learners who complete all of their learning aims as a proportion of the number of learners who reach the end of their programme. This statistical monitoring provides an indication of a provider's effectiveness at helping learners to attain their learning or development goals.
- 11.075 Qualification success rates
 Related terms: [Achievement rates](#) (8.10)
[Success rates](#) (11.08)
[Provider performance report](#) (11.125)
The number of qualifications achieved as a proportion of the total number of qualifications taken.
- 11.08 Success rates ([8.05](#)) ([11.075](#))
 Related term: *Sustainable employment outcomes*
[Qualification success rates](#) (11.075)
[Provider performance report](#) (11.125)
New measures of success
The formal measure that shows the proportion of learners who achieve their programme aim within a specified length of time after the end of the programme in relation to the number who started.
- 11.09 Timely success rates ([8.06](#))
 Related term: *Qualification success rate report*

- [Timed-out rates](#) (11.095)
 Broader term: [Provider performance report](#) (11.125)
 New measures of success
A formal measure for work-based learners that shows the proportion who achieve their programme aim in relation to the number who started. To be considered 'timely', achievement must be on or before the learners' expected end date and no more than one month after it.
- 11.095 Timed-out rate ([8.06](#))
 Related term: [Timely success rates](#) (11.09)
*The formal measure for **learndirect** provision that shows the number of learners who completed 75% of their programme but did not go on to complete the remainder within 28 days.*
- 11.10 Value added measure
 Related term: [Learner progress data](#) (6.04)
[Value added](#) (2.185)
[Performance measurement and management](#) (11.17)
 New measures of success
The progress made by learners studying graded qualifications as shown by the comparison between their current attainment levels and those on entry. This measure is used to assess how well learners, and so the provider, have performed.
- 11.11 Distance travelled measure
 Related term: *New measures of success*
This measure describes the progress that a learner has made while on a programme or working towards a competency-based qualification.
- 11.12 Progression rate ([9.03](#))
 Synonym: *Progression to positive destinations*
 Related term: *Destination analysis*
Statistical monitoring of what learners do when they leave their programme.
- 11.125 Provider performance report
 Related term: [Timely success rates](#) ([8.06](#)) (11.09)
[Performance measurement and management \(staff\)](#) (11.17)
[Qualification success rates](#) (11.075)
[Success rates](#) ([8.05](#)) (11.08)
The provider performance report is a summary of key data about work-based programmes and their performance.
- 11.13 Benchmarking
The comparison of aspects of one provider's provision with that of others. Not to be confused with [national pass rate](#) (11.14).
- 11.14 National pass rate
The sum of all of the learners who passed their qualification in an area divided by the total number of entrants. Not to be confused with [benchmarking](#) (11.13).
- 11.15 Trends
The analysis of performance over time.
- 11.16 Target-setting (organisational) ([20.18](#))
 Related term: *Action-planning*
[Performance measurement and management](#) (11.17)
The use of data to describe a desired outcome.
- 11.17 Performance measurement and management (staff)
 Narrow term: [Provider performance report](#) (11.125)
 Related terms: [Appraisal](#) (23.06)
Assessor performance
Trainer performance
[Learner progress data](#) (6.04)

[Target-setting \(organisational\)](#) (11.16) ([20.18](#))

[Value added](#) (2.185)

[Value added measure](#) (11.10)

The use of information and data to monitor the effectiveness of staff and help them to improve.

11.18 Subcontractors (data)

The use of data to monitor the effectiveness of subcontractors.

12 Employers

[Back](#)

Employers can be partners in the delivery of work-related programmes and/or stakeholders in the development of provision.

12.01 [Meeting employers' needs](#) (10.03)

Related terms: *Business planning*
Business development
ECPD – professional development in e-learning
Needs analysis
[Staff development](#) (23.09)

Broader term: *Responding to local and regional priorities* (1.07)

Activities to gauge the changing needs of local employers and the development of provision to meet the identified needs.

12.02 Marketing to employers ([1.01](#)) ([1.07](#))

Raising employers' awareness of the different types of provision that are available.

12.03 Communication with employers

Synonym: *Employer liaison*
Involvement in the learning process

Related term: [Working with employers \(equality and diversity\)](#) (13.13)

The dialogue that ensures the smooth running of provision.

12.04 [Working with employers \(health and safety\)](#) (15.06)

Documents and activities that enable a provider to effectively communicate and maintain its health and safety aims and legal requirements with the employers it works with.

12.05 [Working with employers \(recruitment\)](#) (1.06)

Related terms: [Pre-contract capability check](#) (24.00)

Helping employers understand their role and their responsibilities to current and potential learners.

13 Equality and diversity

[Back](#)

Direct and indirect activities to ensure that no individual learner or section of the community is disadvantaged.

13.01 Policy (equality and diversity)

Synonyms: *Equal opportunities policy*
Equality and diversity policy
Equalities policy
Belief equality policy
Race equality policy
Age equality policy
Disability equality policy
Gender equality policy
Sexual orientation policy



- Religious equality policy*
- Related terms:* *Disability statement*
Race equality scheme
Values (equality and diversity)
[Code of conduct](#) (2.15)
On-line code of conduct
[Equality and diversity awareness](#) (2.12) (13.10)
- The document that sets out the rights and responsibilities of learners and staff and how equality and diversity will be promoted and monitored.*
- 13.02 Procedures and responsibilities (equality and diversity)
The document that shows how the provider will realise the aims and values detailed in its equality and diversity policy and meet its legal and contractual requirements.
- 13.03 Promotion strategy (equality and diversity)
Synonym: *Positive action*
The documents that show how the provider will continually assure itself that its equality and diversity aims are being realised.
- 13.04 Marketing literature (equality and diversity)
Synonym: *Publicity material*
The section, or overall tone, of providers' publicity material that signals that all sections of the community are welcome.
- 13.05 Accessibility
Related term: *Working with disabled learners*
Working with learners with physical difficulties
Working with learners with learning difficulties
Working with learners with behavioural difficulties
Disability Discrimination Act (DDA)
The degree of ease with which it is possible for any potential learner to join a programme.
- 13.055 Assistive technology
Related term: [Initial assessment](#) (1-5)
Aids and adaptations
[Diagnostic assessment](#) (2.075) (5.015)
Extra resources or the alteration of resources to enable learners with specific learning and/or disabilities to access provision.
- 13.06 [Access to education](#) (1.05)
Synonym: *Inclusive education*
Related terms: *Widening participation*
Under-represented groups (Syn: People with disabilities, lower income family and ethnic minorities, offenders and travelling communities)
Equality and diversity impact measures (EDIMs)
Disability Discrimination Act (DDA)
The analysis of applications and recruitment by appropriate sub-groups and activities to redress any under-representation.
- 13.07 Interpreters
Related term: *Signer*
The use of third parties to ensure effective communication.
- 13.08 Equality and diversity training
Activities to develop staff understanding of the provider's equality and diversity aims and values and of current legislation.
- 13.09 [Handbooks \(staff\)](#) (23.04)
The document that contains essential information for staff.
- 13.10 Equality and diversity awareness ([2.12](#))

Synonym: *Equal opportunities awareness raising*
 Related terms: [Policy \(equality and diversity\)](#) (13.01)
Bullying
Discriminatory behaviour
Discrimination
Equality training
Harassment
Induction (learners - equality and diversity)
[Behaviour management](#) (3.20) (6.06)
Induction (staff - equality and diversity)
[Code of conduct](#) (2.15)
[Equality and diversity in the curriculum](#) (3.205)
Disability Discrimination Act (DDA)

Activities to develop a fundamental understanding of equality and diversity and individual/collective rights and responsibilities.

13.11 Equal opportunities monitoring (6.05)

Related term: [Equal opportunities \(data\)](#) (11.01)
Impact assessment

Activity that enables the provider to continually assure itself that its equality and diversity aims are being realised and promoted and that learners are not experiencing discriminatory behaviour.

13.12 Subcontractors (equality and diversity) (24.04)

Documents and activities that enable a provider to effectively communicate and maintain its equality and diversity aims, values and legal requirements with its subcontractors.

13.13 Working with employers (equality and diversity)

Related term: [Communication with employers](#) (12.03)

Documents and activities that enable a provider to effectively communicate and maintain its equality and diversity aims and values with its employer partners.

13.14 Social inclusion

Synonyms: *Community cohesion*
Social cohesion
Social integration

Related term: *Promotion of social inclusion*

Strategies to ensure that all parts of a community have equal and/or appropriate access to provision.

13.15 Statutory requirements (equality and diversity)

14 Financial management

[Back](#)

The financial viability of the provision.

14.01 Capital project planning and management

Large-scale developments of provision and resources.

14.02 Value for money

Secure and effective monitoring of the financial viability and value for money of the provision.

14.03 Contracts

Related term: [Service level agreement](#) (24.01)

A document that sets out the terms of agreement between the interested parties.

15 Health and safety

[Back](#)

The maintenance of healthy and safe working environments.

- 15.01 Policy and procedures (health and safety)
Documents and activities that ensure all learners understand the health and safety implications of their programme and learning environment.
- 15.02 Induction (learners - health and safety) (2.05)
Activities to ensure that all learners understand the health and safety implications of their programme and learning environment.
- 15.025 Risk assessment (health and safety)
Activities to determine potential hazards in a learning environment.
- 15.03 Being healthy
Related term: Every Child Matters
The provider actively promotes healthy living and supports its learners to be physically, mentally, emotionally and sexually healthy.
- 15.035 Child protection
Related term: Criminal Records Bureau (CRB)
CRB checks
Whistle-blowing procedures
Strategies and activities to ensure that learners aged under 19 and vulnerable adults learn and work in a safe environment.
- 15.04 Monitoring (health and safety)
Narrow term: Audit (health and safety)
Every Child Matters
Activity that enables the provider to continually assure itself that its health and safety aims and legal requirements are being realised and promoted, that young people are made aware of how to keep themselves healthy and safe and that they are taught in a safe environment.
- 15.05 Subcontractors (health and safety) (24.03)
Documents and activities that enable a provider to effectively communicate and maintain its health and safety aims and legal requirements with its subcontractors.
- 15.06 Working with employers (health and safety) (12.04)
Documents and activities that enable a provider to effectively communicate and maintain its health and safety aims and legal requirements with the employers it works with.

16 Inspection preparation

[Back](#)

Resources to help providers prepare for inspection by Ofsted.

- 16.01 [Ofsted inspection handbooks](#)
Related terms: Common Inspection Framework context guidance (Syn: CIF context guidance)
Handbook for inspecting colleges
Handbook for work-related and Adult and Community Learning
The Ofsted document that shows how the Common Inspection Framework (CIF) is used to evaluate different types of provision.
- 16.02 [Self-assessment report evaluation](#) (20.17)
Related terms: Evaluative text
Fit for purpose
Judgement-rich text
[Milestone setting](#) (20.19)
Activities to help providers evaluate how accurate their self-assessment reports are and how helpful the reports are in guiding improvements.
- 16.03 Using data

Activities to help providers use data to make objective judgements about all aspects of their provision.

16.04 Evidence requirements

Synonym: *Evidence gathering*

Related term: [Evidence](#) (20.03)
[Learners' feedback](#) (20.04)
[Stakeholders' feedback](#) (20.06)
[Staff feedback](#) (20.05)
[Employers' feedback](#) (20.07)

Activities and guidance on how to provide objective evidence in support of the judgements in providers' self-assessment reports.

16.05 [Ofsted inspection toolkit](#)

Narrow terms: *Key elements of inspection*
Inspection guidance

Related term: [Preparation for inspection events](#) (16.09)

Information to help providers plan effectively for inspection. Includes answers to frequently asked questions from providers.

16.06 Managing a multi-site/national inspection

Strategies for managing a large inspection.

16.07 Inspection week communication

Strategies for ensuring effective communication during inspection.

16.08 [Peer review](#) (20.08)

Synonym: *Peer assessment*
Peer referencing

Related term: *Provider network*

Resources to support peer-to-peer quality improvement work.

16.09 Preparation for inspection events

Related term: [Ofsted inspection toolkit](#) (16.05)

Events run by Ofsted to help providers understand the requirements of, and prepare themselves for, inspection.

17 Leadership

[Back](#)

The clear vision and strategy for the development of high-quality provision.

17.01 Mission

Synonym: *Corporate mission*
Strategic vision
Vision

A statement of the provider's aims and aspirations.

17.015 Strategic planning

Synonym: *Strategic planning*
 Related term: *Strategic plan*

Activities and procedures to develop the provider develop a view of its future.

17.02 Strategic plan

Related term: *Strategic development*

The document that sets out how the provider will realise its corporate mission.

17.03 Governance

Synonym: *Corporate governance*
 Related term: *Accountability*

Where appropriate, the mechanism for setting/approving a provider's strategy and quality assuring the work of its chief executive.

- 17.04 Training (leadership)
Staff development for the leaders and potential leaders of the organisation.
- 17.05 Business planning
Synonym: Business plan
Related term: Operational plan
Responding to local and regional priorities
The document that shows how the provider will realise the objectives of its strategic plan.
- 17.06 Managing change
Synonym: Business process re-engineering
Organisational development
Culture change
Organisational remodelling
Strategies and activities to address issues and bring about improvement.
- 17.065 Risk management
Related term: Risk assessment (organisational)
Management activities which integrate the assessment and recognition of risk with the development of strategies to manage and mitigate it.
- 17.07 Succession planning (leaders)
Strategies to ensure continuity of leadership and management.
- 17.08 Sustainable development
Related term: Sustainability planning
Development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

18 Management

[Back](#)

The process of coordinating, directing and controlling the efficient and effective realisation of the corporate mission.

- 18.01 Coaching staff
A technique used to support a member of staff to achieve their objectives. A coach rarely offers direct advice, but helps the member of staff to develop their understanding by using appropriate questions.
- 18.02 Mentoring staff
A developmental relationship between a more experienced mentor and a less experienced partner, referred to as a mentee. A mentor helps a mentee to progress by using questions, illustrations, advice and guidance.
- 18.03 [Staff development](#) (23.09)
Synonym: Workforce development
Personnel development
Narrow terms: Continuous professional development (CPD)
Related terms: [Appraisal](#) (23.06)
ECPD – professional development in e-learning
[Meeting employers' needs](#) (10.03)
Personal development
Professional qualifications
Teacher training
Workforce reform
Career
Broader term: Human resources management (Personnel resources)
Strategies and activities to help staff improve their skills and/or understanding.
- 18.04 Curriculum management
Related terms: Departmental management

Human resources
 Management of training
 Managing staff

Procedures and activities to ensure the efficient delivery of effective provision.

- 18.05 Meetings
Activities to ensure the effective and efficient management of provision.
- 18.06 Project management
Procedures and activities to ensure the efficient delivery of effective projects.
- 18.07 [Quality management](#) (20.22)
 Synonym: *Driving forward quality*
Management of quality assurance
Management of quality improvement
 Broad term: *Self regulation*
Management of the activities designed to assure quality.
- 18.08 Efficiency and effectiveness
 Related terms: *Value for money (14.02)*
Monitoring improvements (20.19)
Impact on learners (20.13)
Strategies and activities to explore and reduce inefficiencies and to measure and improve effectiveness.
- 18.09 Managing multi-site provision
Managing provision and/or quality improvement across a dispersed estate.
- 18.10 Gaining commitment and involvement of staff
Strategies and activities to help staff understand the value they can add to an element of provision.

19 Partnership/collaborative working

[Back](#)

Working with other stakeholders (such as providers/employers/schools) to improve the quality and accessibility of provision.

- 19.01 [Peer review](#) (20.08)
 Synonym: *Peer assessment*
Peer referencing
 Related term: *Provider network*
Resources to support peer-to-peer quality improvement work.
- 19.02 [Curriculum development](#) (10.00)
 Synonyms: *Curriculum design*
Curriculum planning
Programme planning
The maintenance of relevant and effective provision.
- 19.03 Collaborative projects
 Related terms: *Collaborative initiatives*
Joint ventures
Working with one or more partners to provide enriched learning experiences that would otherwise not be possible.
- 19.04 Community links
Working with partners in the local community.

20 Quality improvement

[Back](#)

Activities to determine and improve the quality of provision.

20A Policies and procedures20.01 Quality assurance policy ([20.02](#))

Synonyms: Quality policy
Quality assurance system
Quality cycle and processes

Related term: [Self-assessment](#) (20.02)

Broad term: Quality improvement
Self regulation

The document that set out how a provider will quality assure its provision.

20.015 Quality assurance procedures ([20.02](#))

Synonyms: Quality assurance system
Quality cycle and processes

Related term: [Self-assessment](#) (20.02)

Broad term: Quality improvement
Self regulation

The processes that a provider uses to quality assure its provision.

20B Evidence gathering

20.02 Self-assessment

Synonym: Self-assessment

Related terms: Culture for quality
Continuous improvement
Continuous quality improvement
[Development plan](#) (20.16)
[Evaluating own practice](#) (3.30) (20.055) ([23.075](#))
[Quality assurance policy and procedures](#) (20.01)
[Self-assessment report](#) (20.15)
[Self-assessment report evaluation](#) (20.17)

Broad term: Self regulation

The process of understanding, judging objectively and recording all aspects of the quality of provision.

20.03 Evidence

Related terms: [Evidence requirements](#) (16.04)
[Impact on learners](#) (20.13)
[Making judgements](#) (20.14)

Material, data and observations, from which objective judgements can be made, that define the impact of providers' actions on learners' experiences.

20.04 Learners' feedback

Synonym: [Evidence requirements](#) (16.04)
Involving learners in self-assessment
Learners' voice

Narrow terms: Customer satisfaction
Learner satisfaction

Asking for, analysing and using learners' views as part of the self-assessment process.

20.05 Staff feedback

Synonym: Involving staff in self-assessment
Related term: [Evidence requirements](#) (16.04)

Asking for, analysing and using the views of staff as part of the self-assessment process.

20.055 Evaluation of own practice ([3.30](#)) ([23.075](#))

Related term: [Self-assessment](#) (20.02)



Activities to understand and improve the effect of teachers' work on the experience of their learners.

- 20.06 Stakeholders' feedback
 Synonym: *Involving stakeholders in self-assessment*
Focus groups
 Related term: [Evidence requirements](#) (16.04)
Asking for, analysing and using stakeholders' views as part of the self-assessment process.
- 20.07 Employers' feedback
 Synonym: *Involving employers in self-assessment*
 Related term: [Evidence requirements](#) (16.04)
Asking for, analysing and using employers' views as part of the self-assessment process.
- 20.08 Peer review ([16.08](#))([19.01](#))
 Synonym: *Peer assessment*
Peer referencing
 Related term: *Provider network*
Resources to support peer-to-peer quality improvement work.
- 20.09 Internal audit
The process of determining compliance with agreed standards.
- 20.10 Internal verification
The process of determining compliance with agreed assessment processes.
- 20.11 Observation of assessments
The process by which a provider assures itself of the quality of assessment practice.
- 20.12 Observation of teaching and learning
The process by which a provider assures itself of the quality of its teaching and learning activities.

20C Judgements and reporting

- 20.14 Making judgements
 Related terms: [Evidence](#) (20.03)
[Impact on learners](#) (20.13)
Outcome focused
The process of evaluating the efficiency and effectiveness of provision by considering the impact of the provision on the learners' experiences.
- 20.15 Self-assessment report
 Related term: [Self-assessment](#) (20.02)
The document that details the judgements and supporting evidence on the quality of a provider's work.

20D Actions and outcomes

- 20.16 Development plan ([20.02](#))
 Synonym: *Action plan*
Implementation plan
Improvement plan
Quality improvement plan
 Related term: [Self-assessment](#) (20.02)
The document that details how a provider will improve its provision by addressing all the points raised in the self-assessment report.
- 20.17 Self-assessment report evaluation ([16.02](#))

- Related terms:* *Evaluative text*
Fit for purpose
Judgement rich text
[Milestone setting](#) (20.19)
- Related term:* [Self-assessment](#) (20.02)
- Activities to help providers evaluate how accurate their self-assessment reports are and how helpful the reports are in guiding improvements.*
- 20.18 [Target-setting \(organisational\)](#) (11.16)
Related term: *Action-planning*
[Performance measurement and management](#) (11.17)
The use of data to describe a desired outcome.
- 20.19 Milestone-setting
Synonym: *Interim targets*
Related term: [Monitoring improvements](#) (20.21)
[Self-assessment report evaluation](#) (16.02) (20.17)
Data and/or descriptions that enable a provider to judge its progress on improvement actions.
- 20.20 Sharing/using good practice ([10.06](#))
Related term: *Provider network*
Narrow term: *Effective transfer of good practice*
Strategies and activities for sharing good practice across a provider's work and bringing in good practice from external sources.
- 20.21 Monitoring improvements
Related term: [Milestone setting](#) (20.19)
The determination of progress against objectives.
- 20.13 Impact on learners
Related terms: [Evidence](#) (20.03)
[Making judgements](#) (20.14)
[Learners' feedback](#) (20.04)
Measurement of the effect of a provider's work on its learners' experiences.
- 20E Management and training**
- 20.22 Quality management ([18.07](#))
Synonym: *Driving forward quality*
Management of quality assurance
Management of quality improvement
Broad term: *Self regulation*
Management of the activities designed to assure quality.
- 20.23 Staff training (quality assurance)
Activities to help staff understand and improve the effectiveness of their quality assurance activities.
- 20.24 Subcontractors (quality assurance) ([24.05](#))
Synonym: *Performance monitoring (subcontractors)*
Quality monitoring (subcontractors)
Activities stipulated or carried out by providers with their subcontractors to assure themselves of the quality of the subcontracted provision.
- 20.25 Working with employers (quality assurance)
Activities with employers to help them understand and meet the provider's quality assurance requirements.

21 Research[Back](#)21.01 Social research ([1.07](#))

Narrow term: Socioeconomic indicators
Market research

Related term: Responding to local and regional priorities

Investigation of the impact of education and training on local and national communities.

21.03 Research methods

Synonyms: Research methodology

Narrow terms: Research techniques

Research strategies

Data analysis

Comparative analysis (*Narrow term:* International comparisons)

Pilot projects (*Syn:* Feasibility studies)

Questionnaire

Survey

Related term: Research management (21.05)

The procedure for carrying out academic research, including the identification of the topic, formation of the hypothesis, specifying definitions, gathering and analysing data, testing the hypothesis and arriving at conclusions.

21.04 Research organisations

Synonyms: Research associations

Research councils

Research institutions

Narrow term: Think tanks

Related term: Research management (21.05)

Organisations that conduct research for themselves or on behalf of others.

21.05 Research management

Synonyms: Research planning

Related Terms: Research directories

Research funding

Research policy

Using research

Research methods (21.03)

Research funding (21.06)

Management of the research process.

21.06 Research funding

Synonym: Research grants

Related term: Research management (21.05)

The finance needed to carry out a programme of research work.

21.07 Research directories

Synonyms: Registers of research

Research databases

Collections of data provided for research.

21.08 Research policy

The document that defines the parameters of research activity.

22 Management of Resources[Back](#)

Processes and activities to maximise the effectiveness of teaching and learning materials, staff and physical resources.

- 22.01 Learning resources centre
 Synonym: Library
 LRC
 Related term: **learndirect** centre
 A location for storing and using teaching and learning materials.
- 22.02 Managed learning environment
 Synonym: MLE
 Related terms: [Management of ICT infrastructure](#) (22.04)
 A coordinated resource-rich learning environment, which may include a Virtual Learning Environment (VLE) and physical resources together with such elements as an efficient system for the scheduling, marking and return of assignments.
- 22.03 Development of teaching and learning resources ([10.04](#))
 Narrow terms: Learning resources development
 Teaching resources development
 Related term: [Curriculum planning](#) (10.00)
[e-learning materials: creating and adapting](#) (3.23)
[e-learning materials: using](#) (3.25)
[Learning resources](#) (3.21)
[Teaching resources](#) (3.22)
 Activities to improve the effectiveness of teaching and learning materials or the development of new materials to meet learners' needs.
- 22.035 Management of learning resources
 Synonym: Learning materials management
 Related term: [Learning resources](#) (3.21)
[e-learning materials: using](#) (3.25)
 Management of physical or computer-based resources created to develop learners' skills and/or understanding
- 22.036 Management of teaching resources
 Synonym: Teaching materials management
 Related term: [Teaching resources](#) (3.22)
 Management of Physical or computer-based resources created to help staff illustrate learning objectives and develop learners' skills and/or understanding
- 22.04 Management of ICT infrastructure
 Synonym: Management of ILT infrastructure
 Narrow terms: Virtual learning environment management (syn: VLE) (22.11)
 e-learning systems management (syn: e-learning environment management)
[Management Information System](#) (11.00)
 Information learning technology (ILT)
 Information security
 Library management system
 Browsers
 Intranet/extranet development
 Open source software
 Software and applications
 Digital repositories
 Website development
 Video conferencing and lecturing
 Hardware management
 Networks management
 Related term: Mobile technology and learning
[e-learning materials: creating and adapting](#) (3.23)
[e-learning materials: using](#) (3.25)
[Managed learning environment](#) (22.02)
 Information Communication Technologies (ICT)
 Information Learning Technologies (ILT)

The deployment, use and maintenance of computers and software to enhance the learning experience, and measure specific aspect of provisions

- 22.05 Mobile technology and learning
Synonym: m-learning
Related term: Distance learning
The use of mobile phone technology for communicating with learners.
- 22.06 Sustainability
Strategies and activities to reduce resource waste.
- 22.07 Information standards and interoperability
Narrow terms: Metadata
Usability
The reference point for establishing a common understanding of terms and data, enabling its transfer and meaningful analysis by different systems.
- 22.08 Information Rights management
Narrow terms: Copyright
Plagiarism
Freedom of information (Fol)
Data Protection Act (DPA)
Related term: Information security
An established legal framework for restricting access to, and use of, data and information.
- 22.09 Facilities management
Synonym: Management of accommodation resources
The management of buildings and services.

23 Staff

[Back](#)

The personnel who provide and administer learners' programmes.

- 23.01 Job descriptions
Documents that set out the requirements of a job role and may include a person specification detailing the essential and desirable skills and understanding of the individual.
- 23.02 Recruitment (staff)
Related term: Criminal Records Bureau check
Career
The process of employing new staff.
- 23.03 Induction (staff)
Activities to help staff new to a role understand what is required of them, their rights and responsibilities and the resources available to help them carry out their work.
- 23.04 Handbook (staff) ([13.09](#))
The document that contains essential information for staff.
- 23.05 Communication
The dialogue that ensures the smooth running of provision.
- 23.06 Appraisal ([1.09](#))
Synonym: Capability assessment
Performance assessment
Performance management
Related term: [Staff development \(18.03\)](#) (23.09)
[Performance measurement and management](#) (11.17)
Procedures and activities to assess the effectiveness of staff in their role and to identify training to meet the needs of individuals and organisations.

- 23.07 Giving feedback to staff
Written and verbal communication to help staff understand what they have learnt and how to progress.
- 23.075 [Evaluation of own practice](#) (20.055)
Related term: [Self-assessment \(20.03\)](#)
Activities to understand and improve the effect of teachers' work on the experience of their learners.
- 23.09 Staff development ([1.09](#)) ([18.03](#))
*Synonym: Workforce development
Personnel development*
Narrow terms: Continuous professional development (CPD)
Related terms: [Appraisal](#) (23.06)
ECPD – professional development in e-learning
[Meeting employers' needs](#) (10.03) ([12.01](#))
Personal development
Professional qualifications
Teacher training
Workforce reform
Career
Broader term: Human resources management (Syn: Personnel management)
Strategies and activities to help staff improve their skills and/or understanding.
- 23.10 Retention (staff)
Strategies and activities to help staff enjoy their work and succeed in their role.
- 23.11 Succession planning (staff)
Strategies to ensure continuity of provision for learners.

24 Subcontractors

[Back](#)

Providers that deliver programmes on behalf of a contract holder.

- 24.00 Pre-contract capability check
*Synonyms: Pre-contract vetting
Pre-vet
Pre-vetting employers*
Related term: [Working with employers \(recruitment\)](#) (1.06) ([12.05](#))
Procedures to ensure that an external organisation meets the provider's minimum requirements including those for equality and diversity, health and safety, quality assurance.
- 24.01 Service level agreement
Related term: [Contracts](#) (14.03)
The document that details the provider's and subcontractor's commitments to the learner's learning experience.
- 24.02 Handbook (subcontractors)
The document that contains essential information for subcontractors.
- 24.03 [Subcontractors \(health and safety\)](#) (15.05)
Documents and activities that enable a provider to effectively communicate and maintain its health and safety aims and legal requirements with its subcontractors.
- 24.04 [Subcontractors \(equality and diversity\)](#) (13.12)
Documents and activities that enable a provider to effectively communicate and maintain its equality and diversity aims, values and legal requirements with its subcontractors.
- 24.05 [Subcontractors \(quality assurance\)](#) (20.24)
Synonym: Performance monitoring (subcontractors)

Quality monitoring (subcontractors)

Activities with subcontractors to help them understand and meet the provider's quality assurance requirements.
