



HABC Glossary

HABC GLOSSARY

Accredited Qualification	Officially recognised or approved qualification
Appeal	Formally request that especially a legal or official decision is changed
Approved Centre	Responsible for the control, management and coordination of training delivery, examination materials and results distribution
Assessor	Individual responsible for assessing learners' evidence
Audio Visual Aids	Materials using sight or sound to present information
Audit	Formal visit to establish if quality assurance procedures are being followed
Audit Report	Report produced following a formal audit visit detailing observations and requirements
Auditor	Independent assessor of Centres' training provision who checks compliance with quality assurance procedures and offers advice, where appropriate, regarding improving training provision
Awarding Organisation	An organisation that awards qualifications to learners
Centre	A registered training provider responsible for administering programmes for HABC Qualifications
Centre agreement	Agreement signed by Centre Contact agreeing to set terms and conditions
Centre Contact	Principal point of contact at an Approved HABC Centre, also responsible for Quality Assurance
Certificate of Quality	Awarded to Centres following a satisfactory formal audit visit
Chief Examiner	Person who ensures the integrity, scope and conduct of the portfolio of HABC qualifications in terms of syllabus content and review, educational rigour, assessment regimes, accessibility to all groups and quality standards
Client	Person or organisation buying training provision from a Centre on behalf of self or others
Communicator and/or Interpreter	An advocate who represents someone else
Confirmation letter	Letter confirming an original award sent by HABC in response to a candidate's request for a replacement certificate

Course	A planned event when training is delivered in support of a qualification
Course book	Key text recommended to students undertaking a course
EAS	Answer information sheet – assessment tool for optical scan-marked examinations
Engagement visit	Contact from a HABC representative to Quality Assure the delivery of the qualifications
External Quality Support	A HABC representative who externally quality assures a Centre’s quality assurance processes are effective
Examiner	Independent assessor of candidates’ examination scripts
Finance contact	Person at the Centre responsible for financial matters
Highfield Awarding Body for Compliance	An Awarding Body for workplace qualifications in Food Safety, Health and Safety and First Aid
HABC Chief Executive	The Head of the Awarding Body
Investigation	Examination of a problem, statement, etc especially to discover the truth
Invigilator(s)	Individual(s) who provide candidates with certain information and watch candidates taking an examination in order to check that they do not cheat
Learner	The person who is undertaking the qualification
Legislation	A law or set of laws suggested by a government and made official by a parliament
Malpractice	Any activity that compromises the integrity of the assessment process or the validity of the certificates
Moderator	Independent assessor of Tutors’ marking who confirms or amends marks to a set standard (not currently used for HABC qualifications)
Monitoring Visit	Visit to a Centre with the purpose of monitoring Centre procedures
Moratorium	Stopping of an activity for an agreed amount of time
Nominated Tutor	Registered provider of training courses in support of HABC qualification(s)
Optical Mark Reader (OMR)	An electronic device designed to machine read and mark multiple-choice examination questions
Organisation	A group of people who work together in a structured way for a shared purpose
Overwriter	A qualified individual responsible for assisting a hearing-impaired candidate with an examination

Plagiarism	To copy another person's idea or a part of their work and pretend that it is your own
Procedures	Documents outlining the roles and responsibilities of the HABC Centres and Tutors with respect to the Centre and Tutor agreements
Programme	Description of training including overview of content and timings of sessions for the clients'/candidates' information
Prompter	A person who contributes to the fulfilment of a need or furtherance of an effort
Quality Systems and Operations Manager	The person at the Awarding Body responsible for quality, auditing and operations
Quality Assurance Manager	The person at the Centre responsible for quality and auditing issues
Reader/Writer	A reader/writer is a person who on request, will read or write for a candidate who is able to demonstrate a need for this provision.
Reasonable Adjustments	Not excessive or extreme adjustment to circumstances
Regulation	An official rule or the act of controlling
Scribe	Someone employed to make written copies of documents and manuscripts
Subject contact	Person at the Centre responsible for each subject the Centre is registered to deliver
Subject Matter Expert	Individual responsible for creating the content for examinations/assessments; recognized leaders in their respective fields
Transcriber	Someone who makes a written version of spoken material
Tutor Agreement	Agreement signed by the Tutor agreeing to set terms and conditions