

THIS GLOSSARY LISTS VARIOUS ABBREVIATIONS, ACRONYMS, TERMS & DEFINITIONS FOR USE BY PEOPLE USING *OUR WEBSITE* TO ENABLE A CONSISTENT INTERPRETATION OF MEANINGS AND WORDS USED WITHIN THE TEXT SHOWN. MEANINGS SPECIFIED IN CONTRACTS, AGREEMENTS OR TERMS OF BUSINESS TAKE PRECEDENCE AT ALL TIMES. ANY CHANGES OR ADDITIONS CAN BE RAISED VIA THE CONTACT US PAGE OR DIALOGUE WITH THE COMPANY SECRETARY AT THE HEAD OFFICE.

The glossary consists of three sections, which are populated under the following sub-headings:

1.0 Abbreviations & Acronyms

2.0 Symbols & Icons

3.0 Terms and Definitions

1.0 Abbreviations & Acronyms

Certain words and phrases that have been shortened are explained as follows:

AA	Annual Accounts
ABCB	Association for B ritish Certification B odies
ACAS	The A dvisory, C onciliation and A rbitration S ervice
ACoP	Approved C ode of P ractice
ARIA	Association of R egistered I migration A dvisers
BSI (BSi)	B ritish Standards I nstitution
CBT	C omputer B ased T raining
CD	C ompact D isk or C onsultative D ocument
CEN	C ommittee E uropean N ormalisation
CPD	C ontinuing P rofessional D evelopment
CRB	C riminal R ecords B ureau
CRF	C hange R quest F orm
CSCI	C ommission for S ocial C are I nspection
CSIW	C are S tandards I nspectorate for W ales
CSP	C ustomer S atisfaction P rogramme
CV	C urriculum V itae
CVT	C ompliance and V alidation T eam
DPA	D ata P rotection A ct
Dr.	D octor
DTI	D epartment of T rade and I ndustry
EEC	E uropean E conomic C ommunity
e.g.	E xample
E-mail	E lectronic M ail
Etc	E tcetera (and so on)
EU	E uropean U nion
Fax	F acsimile
FLR	F urther L eave to R emain
FTE	F ull T ime E quivalent
GRB	G lobal R esource B ureau Ltd
GMT	G reenwich M ean T ime
HO	H ome O ffice
Hrs or hrs	H ours – normally related to the twenty four (24:00) hour day
HND	H igher N ational D iploma
i.e.	T hat is

1.0 Abbreviations & Acronyms continued....

IBCS	I ntegrated B usiness C ertification S cheme
ICO	I nformation C ommissioners O ffice
ICS	I ntegrated C ompany S ystem
IELTS	I nternational E nglish L anguage T esting S ystem
IIP (IiP)	I nvestors in P eople
ILPA	I migration L aw P ractitioners A ssociation
IND	I migration and N ationality D irectorate
Ltd	L imited
NMC	N ursing and M idwifery C ouncil (UK)
No.	N umber
NVQ	N ational V ocational Q ualification
OISC	O ffice of the I migration S ervices C ommissioner
ONP	O verseas N ursing P rogramme
PAA	P re- A rrival A greement
POEA	P hilippines O verseas E mployment A gency
POVA	P rotection of V ulnerable A dults
Regs.	R egulations
RFI	R equest F or I nformation
RGN	R egistered G eneral N urse
RMN	R egistered M ental N urse
SCA	S enior C are A ssistant
SoS	S tandards of S ervice
SSSC	S cottish S ocial S ervices C ouncil
SVQ	S cottish V ocational Q ualification
Tel	T elephone
ToB	T erms of B usiness
UK	U nited K ingdom
UN	U nited N ations
VAT	V alue A dded T ax
Via	B y way of
WP	W ork P ermit
w.w.w	w orld w ide w eb

2.0 Symbols & Icons

2.1 Symbols used frequently within the company are referred to as follows:

@	A t
©	C opyright
>	G reater than figure to the right
<	L ess than figure to the right
£	P ound in S terling
€	E uros – currency of E U members
%	P ercentage, relating to numerical figure
®	R ights reserved

3.0 Terms & Definitions

Meanings of words used in the company are explained in the following list. Reference has been made to various government glossaries and websites and the Oxford English dictionary.

<u>Term</u>	<u>Definition</u>
Affiliate	Any holding company or subsidiary company of a party or any company which is a subsidiary of such a holding company and the expressions "holding company" and "subsidiary" shall have the meanings specified in Section 736 of the Companies Act 1985 as amended from time to time.
Applicant	A Candidate whose details have been accepted by GRB Ltd to be processed for an Application to become an Employee with a Client or undergo ONP.
Application	The preparation and submission of any documents, material or verbal statements howsoever transmitted to the intended recipient and made in respect of any immigration benefit or employment authorisation, including but not being limited to work permits, visas, applications for leave to remain, petition approvals, landing rights, changes or adjustments of status, naturalisation and citizenship, which benefit or authorisation may be conferred by the Government of the United Kingdom and any other World Government body as may be applicable from time to time. Applications may or may not be a component part of the service offered by GRB Ltd.
Approved	Accepted as conforming by relevant signatories/authorities in accordance with requirements. Has been challenged and reviewed and is to be applied and implemented. Officially auditable
Audit	To verify compliance with documented practices or stated requirements
Candidate	The individual person who is seeking employment via an Agent, Client, Employer or resource outlet and in particular GRB Ltd.
Client	The person, organisation, employer or entity, engaging GRB Ltd to provide employment consultancy or immigration advisory services in connection with the employment of a selected Candidate, or to fulfil bespoke consultancy or certification projects.
Company	Used with the word "the" means Global Resource Bureau Limited, logo & trademark
Competence Standards	Minimum acceptable standards which are required in connection with unsupervised work activities relative to regulatory and legal rules, codes and governance
Competent Person	A person having the ability, qualification, training, knowledge or experience to supervise or carry out work being undertaken in accordance with competence standards.
Complaint	Any allegation of dissatisfaction from an external source relative to the Services offered by the Company.
Contract	A formal agreement between two or more parties to fulfil specified requirements in accordance with English law.
Customer	A Client or Candidate who GRB Ltd have provided a Service to on more than one occasion in any twelve month period and have paid the fees/charges in accordance with the amounts invoiced for Services provided by GRB Ltd.
Day (working)	Day shall mean a calendar day and (working) as Normal Working Hours
Draft	Pending challenge, review and approval, not officially auditable. Requires further authorisation prior to distribution as an approved item.
Employee or Worker	A Candidate who has accepted a placement via GRB Ltd with an employer and has satisfied all the minimum requirements and standards of GRB Ltd Clients and employment legislation of the United Kingdom.
Employer	Any business entity seeking to fulfil a stated resource requirement on a permanent or temporary basis via engagement of a Candidate as an employee / worker.

GRB Adviser	A competent person employed by GRB Ltd and registered or seeking registration as a minimum to OISC level 1 registered adviser status as required of the Home Office regulator.
GRB Ltd	"GRB Ltd" or "grbltd.co.uk" or "grbltd.com" shall mean Global Resource Bureau Limited and affiliate, subsidiary, parent, holding or associated company and its directors
Implementation	To fulfil the purpose, tasks, activities and functions stated in documented policies, strategies, processes, methods and instructions
Initial Enquiry	An enquiry from an external source to establish if the Company can provide relevant services or information. This is a non-contractual activity.
Non Compliance	A failure to follow a statutory, regulatory, legal requirement, standard, code, policy, procedure, contract or agreement
Normal Working Hours	Between 0900 and 1700 GMT on any Working Day
Objective Evidence	Any qualitative or quantitative information, records or statement of fact, pertaining to the quality of a product, service, or the existence, implementation and verification of business controls, based on observation, inspection, measurement or test.
Obsolete	Unusable, out of date, requires removal from use and destroying.
Our Website	Means grbltd.co.uk and grbltd.com or any other website acquired by GRB Ltd and communicated in the public domain from time to time.
Preventative Action Procedure	Proactive approach in preventing ongoing long term corrective action A document that specifies a series of tasks or activities fulfilled on a regular basis and is subject to an internal audit regime.
Process	A route of tasks and activities flowing through a series of inputs and outputs to achieve consistent, repetitive and cost-effective controls in order to satisfy the customer /supplier chain.
Project Plan	A document or printout from a management project that is task driven with key milestones and controlled on a dynamic basis to detect slippage and proactive controls
Query	Not a Complaint or Enquiry, more a request for information or data the Company holds about itself or individuals. May require confidential processes to be implemented.
Quality	The totality of satisfying customer requirements, needs and anticipated expectations.
Resource Supplier	The person, organisation, company, entity and their representatives/employees who have a contractual responsibility with GRB Ltd. for supplying a choice of Candidates to satisfy minimum standard requirements of GRB Ltd
Status (Document)	Draft, Approved, Under Review or Obsolete.
Terms of Business	GRB Ltd have two types of contractual Terms of Business to cater for all Clients: Standard - this is provided and agreed with Clients as a minimum contract Bespoke - tailored to suit the specific needs and requirements of a Client and other interested parties when a Standard Terms of Business is inadequate.
Version	Each time a change or an amendment is made to a controlled document, then a numerical or alphabetical indicator is upgraded on the master document to enable the identification of obsolete copies.
Visa	Official clearance on the Applicants passport permitting the holder to enter a specified country
Work Permit	Home Office permission for an Applicant outside the EU accession countries to specifically fulfill duties at a place of work offered by a UK employer in accordance with the Immigration Act 1971. This includes all types of UK work permits, including permanent immigration and highly skilled migration.
Working Day	Between 0900 – 1700hrs GMT on any day excluding Saturday, Sunday and UK Bank Holidays.