

Annex 1: Glossary of General Terms

Information versus intelligence

Labour market information: data from a range of sources

Labour market intelligence: an interpretation of labour market information (LMI Matters!, DfES/LSC 2004)

Client	This is the term we will use to represent the member of the public enquiring about jobs, employment or LMI etc. Other terms can be job seeker, customer, enquirer etc.
ICT	Any form of computer, smartphone tablet or other item which can access the internet, database etc.
Media	Any form of visual, audio or written item
Digital citizenship	The norms of appropriate, responsible behaviour with regard to technology use
Digital literacy	The ability to effectively and critically navigate, evaluate and create information using a variety of digital technologies
Digital literacy coach	Specialist who supports and coaches staff in integrating technology in their classes
Search engine	A software system designed to search for information on the internet (e.g. Google, as in "Just Google it")
Social media	Social interaction that allows users to create, share or exchange information and ideas in virtual communities and networks (e.g. Facebook, Twitter, YouTube and Instagram)
Streaming audio/video	Playing a sound file or a video over the internet
Official Language	This is the term we use for the language usually spoken by the citizens of the country. Other terms could be native language, home language speakers. Some countries will have more than one official language.