

INCA project Glossary of Terms	
Terms	Definition
English	
Assessee	A person who is assessed for their intercultural competence
Assessment Centre	A process of assessment where trained assessors assess the intercultural competence of assessees in a concentrated form over a short period
Assessment sheet	A written or electronically completed record of the results of the assessment tasks
Assessment task	An exercise (such as a role-play, scenario or questionnaire etc) to be completed by the assessee
Assessor	A person who assesses the performance of the assessee
Assessor manual	The guidance document for the assessors on the INCA theoretical model, definitions, tasks, observation process, assessment procedures, feedback process.
Blended assessment	Combination of a variety of assessment modes e.g. pencil and paper tasks, on-line tasks, role-plays, scenarios etc
Continuous assessment	Assessment which takes place over a period of time and is linked to an iterative process of feedback and further learning
Decentring	The capacity to take a perspective other than your own customary viewpoint
INCA Dossier	A collection of evidence that an assessee keeps and updates in support of his claim to intercultural competence.
External assessment	Assessment conducted by an assessor who is external to the organisation with which the assessee is associated.
Framework	A chart setting out the elements and levels of intercultural competence in the form of descriptive statements
INCA	Intercultural competence assessment (the brand name for the project and its products)
INCA Biography	A record of an assessee's background and experiences relevant to intercultural competence
Internal Assessment	Assessment conducted by an assessor within the organisation to which an assessee belongs (e.g. in the workplace).
Intercultural Competence	The range of knowledge and skills an individual needs to interact with colleagues from other countries, cultures, language backgrounds and social identities
Lead assessor	The assessor who is appointed to co-ordinate the activity of all assessors in a given assessment process
On-line assessment	Assessment tasks accessed via a computer or computer network

INCA Passport	An assessee's record of results of external, continuous or on-line assessment.
INCA Portfolio	An assessee's record of development in intercultural competence consisting of three parts: INCA Passport, INCA Biography and Dossier)
Role-play	An assessment task in which the assessee is required to play a role in an intercultural situation
Scenario	A written description of a sequence of intercultural events about which an assessee is asked questions
Witness Statement	A written account by an individual who has witnessed at first hand, the behaviours of an assessee in an intercultural situation
Six intercultural competences	
Tolerance of ambiguity (TA)	Tolerance for ambiguity is understood as the ability to accept ambiguity and lack of clarity and to be able to deal with it constructively.
Behavioural flexibility (BF)	Behavioural flexibility is the ability to adapt one's own behaviour to different requirements and situations
Communicative awareness (CA)	The ability in intercultural communication to establish relationships between linguistic expressions and cultural contents, to identify and consciously work with various communicative conventions of partners from other cultural backgrounds and to modify correspondingly one's own linguistic forms of expression.
Knowledge discovery (KD)	The ability to acquire new knowledge of a culture and cultural practices and the ability to act using that knowledge, those attitudes and those skills under the constraints of real-time communication and interaction
Respect for otherness (RO)	Curiosity and openness, readiness to suspend disbelief about other cultures and belief about one's own
Empathy (E)	The ability to intuitively understand what other people think and how they feel in concrete situations. Empathic persons are able to deal appropriately with the feelings, wishes and ways of thinking of other persons
Three overarching strands of intercultural competence	
Openness	Respect for other cultures and tolerance of ambiguity
Knowledge	Knowledge discovery and empathy
Adaptability	Behavioural flexibility and communicative awareness