

1. contractor	is an external provider of services to a business; it may be an individual or a business
2. employee	worker under an employers control; control may include- the location of the workplace, the way in which the work is performed and the degree of supervision involved
3. employer	exercises control over employees, has responsibility for payment of wages, holds the power to dismiss employees
4. human resource management	management of total relationship between employer and employee
5. line managers	are responsible for the management of staff contributing to the prime function of the business