

CFALANG1.4

Read varied text on a range of work topics



Overview

You understand a range of texts of different types and styles, from a paragraph to a few pages in length. You can work out the meaning of some unfamiliar vocabulary, use reference sources efficiently when you need to, and conduct a straightforward Internet search. You understand technical specifications for products and services within your area of work. You can also deal with non-routine e-mails and letters, news articles and promotional material.

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Performance criteria

- You must be able to:*
- P1 evaluate the relevance of a range of texts from the Internet or from other sources
 - P2 understand the overall meaning of texts containing ideas, opinions and information
 - P3 understand relevant details from different types of text by using your knowledge of vocabulary and key grammatical features of the language
 - P4 distinguish between facts and ideas or opinions
 - P5 extract accurate numerical data from a text or visual source
 - P6 understand different enquiries, requests and complaints, their level of formality and their priority
 - P7 follow multi-step written instructions or advice
 - P8 relay written information informally from this language into your own

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Knowledge and understanding

You need to know and understand:

VARIED Vocabulary

- K1 a broad general vocabulary and key work-related terms
- K2 a range of ways to link phrases to help clarity and fluency
- K3 a range of different forms of address; greeting, leave-taking and other polite conventions to suit different occasions and degrees of formality
- K4 ways to express feeling
- K5 numerical terms and ways to talk about them

Grammatical forms

You need to know and understand:

- K6 how to express the present, past, future and conditional
- K7 how 'can, must, could, should and would' are expressed, if applicable
- K8 negatives, question forms and a range of commonly used grammatical structures
- K9 how to use classifiers (sign languages only)
- K10 how to ask permission and give instructions with varying formality and politeness
- K11 a range of complex sentence combinations, of which some may be learned as set phrases

Cultural conventions

You need to know and understand:

- K12 most common spoken/signed and non-verbal polite conventions

Reference sources

You need to know and understand:

- K13 how to make effective use of relevant language reference sources

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Additional Information

Scope/range

You can do this when reading text:

1. of up to three pages
2. of different kinds and on a range of work and social topics
3. written with a broad general vocabulary and a range of sentence structures.

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Skills

Reading, comprehension

Glossary

Classifiers - handshapes which are used with signs referring to similar objects, to represent shapes, sizes, things, and location. For example, when signing 'STACK-OF-COINS', a classifier would be used with the sign for 'coin' to show that there were more than one.

Links to other NOS

National Occupational Standards for Intercultural Working

External Links

Common European Framework of Reference for Languages
www.coe.int/t/dg4/linguistic/source/framework_en.pdf

Please refer to the Skills CFA guidance document dated December 2012.

<http://www.skillsca.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf>

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Originating organisation	Skills CFA
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Relevant occupations	Professional Occupations; Managers and Senior Officials; Information and Communication Technology; Research Professionals; Librarians and Related Professionals; Engineering Professionals; Science Professionals; Database Administration; Software Development; Systems Support; Local Area Archives; Microfilm and Microfiche Technician; Associate Professionals and Technical Occupation; Corporate Managers and Senior Officials; Microsoft Certified Professional; Application Support; Business Analyst; Managers and Proprietors in Hospitality ; Language, literature and culture; Languages, literature and culture of the; Other languages, literature and culture; Linguistics; Production Managers; Functional Managers; Quality and Customer Care Managers; Financial Institution and Office Manager; Managers in Distribution, Storage and Re; Protective Service Officers; Health and Social Services Officers; Managers in Farming, Horticulture, Forestry; Managers and Proprietors In Other Service; Health Professionals; Teaching Professionals; Legal Professionals; Business and Statistical Professionals; Architects, Town Planners and Surveyors; Public Service Professionals; Science and Engineering Technicians; Draught persons and Building Inspectors; IT Service Delivery Occupations; Health Associate Professionals; Therapists; Social Welfare Associate Professionals; Protective Service Occupations; Artistic and Literary Occupations; Design Associate Professionals; Media Associate Professionals; Sports and Fitness Occupations; Administration and Secretarial Occupations; Government and Related Organisations; Finance; Records; Communications; General; Secretarial and Related Occupations; Skilled Trades Occupations; Skilled Agricultural Trades; Metal Forming, Welding and Related Trade; Metal Machining, Fitting and Instrument ; Vehicle Trades; Electrical Trades; Construction Trades; Building Trades; Textile and Garment

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Trades; Printing Trades; Food Preparation Trades; Skilled Trades NEC; Personal Service Occupations; Healthcare and Related Personal Services; Childcare and Related Personal Services; Animal Care Services; Leisure and Travel Service Occupations; Hairdressers and Related Occupations; Housekeeping Occupations; Personal Services Occupations NEC; Sales and Customer Services Occupations; Sales Assistants and Retail Cashiers; Sales Related Occupations; Customer Service Occupations; Process, Plant and Machine Operatives; Process Operatives; Plant and Machine Operatives; Assemblers and Routine Operatives; Construction Operatives; Transport Drivers and Operatives; Mobile Machine Drivers and Operatives; Elementary Occupations; Elementary Agricultural Occupations; Elementary Construction Occupations; Elementary Process Plant Occupations; Elementary Goods Storage Occupations; Elementary Administration Occupations; Elementary Personal Services Occupations; Elementary Cleaning Occupations; Elementary Security Occupations; Elementary Sales Occupations; Transport Associate Professionals; Legal Associate Professionals; Business and Finance Associate Profession; Sales and Related Associate Professional; Conservation Associate Professionals; Public Service and Other Associate Professional

Suite

Languages (2013)

Key words

literacy; language; work; understand