

CFALANG2.1

Speak/Sign using basic language in limited, familiar work situations



Overview

You can use a small number of common words/signs and key phrases to communicate basic messages in very familiar, face to face situations. You may be hesitant and make some grammatical errors, but you could, for example, meet and greet colleagues or clients, giving your job title and company name, ask for directions or prices and say what you want in shops or in a restaurant.

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Performance criteria

- You must be able to:*
- P1 greet, introduce yourself and other people, and say goodbye
 - P2 thank others and say sorry
 - P3 use key spoken/signed and non-verbal polite conventions
 - P4 ask and answer a few questions
 - P5 make brief factual statements
 - P6 express basic wishes, likes/preferences and dislikes
 - P7 show whether or not you understand, and ask for repetition when you have not understood
 - P8 pronounce/articulate clearly enough to be understood

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Knowledge and understanding

BASIC Vocabulary

You need to know and understand:

- K1 a small number of words/signs in everyday use
- K2 the most important words/signs needed for your work
- K3 basic everyday connectors
- K4 a small number of set phrases/signs expressing politeness
- K5 days of the week, months, time; yesterday, today and tomorrow
- K6 basic numerical terms

Grammatical forms

You need to know and understand:

- K7 short expressions to convey a small number of verbs in the present
- K8 basic positives and negatives
- K9 a few common instructions
- K10 a small number of questions
- K11 facial expressions to convey basic emotions and ask questions (sign language only)
- K12 basic compound signs (sign language only)

Cultural conventions

You need to know and understand:

- K13 key non-verbal polite conventions

Reference sources

You need to know and understand:

- K14 how to use reference sources to find out or check meaning or accuracy

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Additional Information

Scope/range

You can do this:

1. speaking/signing clearly enough to be understood
2. in a small number of familiar work and social situations
3. using a small number of words/signs and key phrases.

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Skills

Speaking, signing, communication, using reference sources

Glossary

Compound signs – A compound is a combination of two free morphemes that form a new sign/word with a different but related meaning. For example, the sign for 'PARENTS' is formed from the sign for 'MOTHER' and the sign for 'FATHER'.

Morpheme – the smallest meaningful unit in the grammar of a language.

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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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 Occupations; 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 Professionals; Sales and Related Associate Professional; Conservation Associate Professionals; Public Service and Other Associate Professionals

Suite

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Key words

speaking; signing; sign language; language; communication; work
