

CFALANG2.2

Speak/Sign using predictable language in familiar work situations



Overview

You can use a limited range of words/signs and simple sentences in predictable and familiar situations. You may be hesitant and make grammatical errors in less familiar situations, but you can get simple messages across. You could handle simple exchanges, for example at a hotel reception desk or in a restaurant, and provide standard work-related information, for example concerning products, services, orders or quantities.

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Performance criteria

- You must be able to:*
- P1 meet, greet, thank, apologise and take leave of others
 - P2 use key spoken/signed and non-verbal polite conventions
 - P3 ask and answer simple questions
 - P4 express simple factual information
 - P5 make simple requests and invitations
 - P6 express simple wishes, opinions/feelings, needs and preferences
 - P7 show whether you have understood, asking for repetition or explanation when necessary
 - P8 check that the other person has understood
 - P9 pronounce/articulate clearly enough to be understood
 - P10 speak/sign accurately when using simple, familiar words/signs and phrases

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Knowledge and understanding

PREDICTABLE Vocabulary

You need to know and understand:

- K1 simple set phrases and common words/signs in everyday use
- K2 common words/signs used in your work
- K3 simple everyday connectors
- K4 common set phrases expressing politeness
- K5 days of the week, months, time; yesterday, today and tomorrow
- K6 simple numerical terms

Grammatical forms

You need to know and understand:

- K7 some common verbs
- K8 simple ways to distinguish past, present and future events
- K9 simple ways to make positive and negative statements
- K10 facial expressions to convey emotions, descriptions, question forms and negation (sign languages only)
- K11 some compound signs (sign languages only)
- K12 common question structures
- K13 simple ways to give an opinion
- K14 simple ways to ask permission
- K15 simple ways to give orders or instructions

Cultural conventions

You need to know and understand:

- K16 key non-verbal polite conventions

Reference sources

You need to know and understand:

- K17 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 familiar work and social situations
3. using a limited range of common vocabulary, set phrases and simple sentences.

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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

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