

CFALANG2.3

Speak/Sign using routine language in familiar, everyday work situations



Overview

You can make yourself understood in routine situations, using set phrases and adapting simple structures with the right vocabulary. You may lack fluency and grammatical accuracy, but you can start up a conversation, and keep it going if the topic is familiar and the other person is willing to take the lead. You can make initial social contact and discuss familiar subjects, or provide routine information about your area of work. You could also, if appropriate, make routine phone/video calls; for example to make an appointment or to leave a short message.

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Performance criteria

- You must be able to:*
- P1 meet, greet, thank, apologise and take leave of others
 - P2 use everyday spoken/signed and non-verbal polite conventions
 - P3 start conversations in social situations
 - P4 ask everyday questions, make requests and give invitations
 - P5 respond appropriately during routine conversations
 - P6 provide brief routine descriptions, information or explanations
 - P7 provide routine information about past, present and future events
 - P8 make brief suggestions or give advice or instructions
 - P9 express everyday wishes, feelings, needs, preferences and opinions
 - P10 show whether you are following a conversation, and check you are being understood
 - P11 ask for repetition or explanation and time to think when needed
 - P12 use the right intonation and pronunciation/articulation
 - P13 speak/sign accurately when using familiar words/signs and language structures

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Knowledge and understanding

ROUTINE Vocabulary

You need to know and understand:

- K1 everyday vocabulary
- K2 common words/signs and set phrases used in your work
- K3 a range of everyday connectors
- K4 polite ways to express forms of address; greeting, leave-taking, mealtime conventions
- K5 polite ways to express feelings, agreement and disagreement
- K6 routine numerical terms

Grammatical forms

You need to know and understand:

- K7 the most common ways to express past, present and future
- K8 positive and negative statements
- K9 a range of common question structures/words/signs and common ways to ask questions
- K10 common ways to ask permission and give instructions

Cultural conventions

You need to know and understand:

- K11 key everyday non-verbal polite conventions

Reference sources

You need to know and understand:

- K12 how to use and check reference sources to find out or confirm 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 everyday work and social situations
3. combining words/signs and set phrases with common sentence structures.

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Skills Speaking, signing, communication, using reference sources

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 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; Draughtpersons 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