

CFALANG2.4

Speak/Sign using varied language in a range of work situations



Overview

You can contribute in a range of social and work-related situations, and you have a good vocabulary which you can adapt to get straightforward messages across, usually finding alternative ways to explain when needed. You can keep the conversation going fairly smoothly within familiar areas, but you may have difficulty expressing complex or abstract ideas. You can make new contacts, manage uncomplicated negotiations and handle straightforward telephone/video calls.

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Performance criteria

You must be able to:

- P1 initiate and maintain social contact
- P2 adapt your choice and style of language for formal and informal situations, using suitable spoken/signed and non-verbal cultural conventions
- P3 respond appropriately to questions and comments
- P4 contribute to discussions on familiar subjects
- P5 provide detailed information or explanations about past, present and future events
- P6 make suggestions and give instructions or advice
- P7 make requests or enquiries
- P8 express feelings, opinions and beliefs
- P9 find alternative ways to explain when needed
- 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 maintain accuracy and fluency in familiar situations
- P13 use accurate pronunciation and intonation/articulation and stress
- P14 if appropriate: relay information informally from your language into this language

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Knowledge and understanding

VARIED Vocabulary

You need to know and understand:

- 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:

1. speaking/signing clearly
2. in a range of work and social situations
3. using and adapting a range of expressions and grammatical structures.

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Skills

Speaking, signing, communication, using reference sources

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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Relevant occupations	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;

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Construction Trades; Building Trades; Textile and Garment 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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