

CFALANG2.5

Speak/Sign using extended language in a wide range of work situations



Overview

You can handle most aspects of your day-to-day work, including the unpredictable. You can communicate confidently over extended periods, though not always concisely or with complete accuracy. You can use your language skills for networking and can take part in discussions and meetings, negotiating and contributing formally if required. You can also make non-routine phone/video calls.

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Performance criteria

You must be able to:

- P1 strike up and sustain conversation in social situations
- P2 use the right spoken/signed and non-verbal cultural conventions
- P3 contribute spontaneously to meetings or discussions
- P4 respond appropriately to questions, comments and arguments, developing them further
- P5 make prepared presentations, providing facts, ideas or opinions and supporting arguments
- P6 make proposals and give instructions and advice
- P7 make requests and enquiries
- P8 express a wide range of beliefs, feelings and opinions
- P9 adapt your register and use technical language as appropriate to the subject matter and context, finding alternative ways to express unfamiliar terms
- P10 maintain fluency in extended contributions, and fluency and accuracy in shorter contributions
- P11 use a range of strategies to keep conversation going smoothly
- P12 use accurate intonation, pronunciation/articulation and stress, so that your message can be easily understood
- P13 if appropriate: relay information informally from your language into this language

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Knowledge and understanding

EXTENDED Vocabulary

You need to know and understand:

- K1 a broad general vocabulary and the technical language related to your work
- K2 a wide range of ways to link and connect phrases to help clarity and fluency
- K3 a wide 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 feelings
- K5 a wide range of numerical terms and ways to talk about them

Grammatical forms

You need to know and understand:

- K6 all commonly used positive and negative verb forms
- K7 all tenses, aspects or ways to show time frames, if applicable
- K8 all voices and moods, if applicable
- K9 how to express: 'will, would, can, should, may, might, ought, will have, could have, should have'
- K10 most commonly used grammatical structures, including those which are complex
- K11 alternative terms and structures which modify style and register for different audiences and contexts
- K12 manner (sign languages only)

Cultural conventions

You need to know and understand:

- K13 all common spoken/signed and non-verbal polite conventions

Reference sources

You need to know and understand:

- K14 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 accurately enough to be easily understood
2. in a wide range of work and social situations
3. using and adapting a wide range of vocabulary and some complex grammatical 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
Original URN	CFALANG2.5
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

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Languages (2013)

Key words

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