

CFALANG2.6

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



Overview

You can communicate fluently over extended periods with only occasional inaccuracy - which you can usually correct. You can discuss all topics within your field, even when abstract or complex, and keep the conversation going smoothly. You can use your language skills to develop relationships with individuals and groups, and also, if required, negotiate in formal meetings to reach decisions or solve problems. You can use the telephone/videophone confidently and effectively.

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Performance criteria

- You must be able to:*
- P1 take an active role in social situations, setting people at ease and including newcomers
 - P2 use the right spoken/signed and non-verbal cultural conventions
 - P3 contribute spontaneously to meetings and discussions, leading if appropriate
 - P4 develop or challenge other people's comments and arguments
 - P5 make complex presentations using factual information to support theories and ideas
 - P6 make complex proposals or suggestions and give instructions and advice
 - P7 make complex requests and enquiries
 - P8 express complex beliefs, feelings and opinions
 - P9 use register, technical language and idiom as appropriate to the subject matter, context and your relationship with others
 - P10 find alternative ways to express unfamiliar terms
 - P11 maintain fluency in extended contributions, and accuracy when operating within your area of expertise
 - P12 use accurate intonation, pronunciation/articulation and stress which put no strain on other people's understanding
 - P13 if appropriate, relay information informally across languages

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Knowledge and understanding

COMPLEX Vocabulary

You need to know and understand:

- K1 vocabulary to deal with most matters within your area of work
- K2 current colloquialisms used in business and social contexts
- K3 a wide range of less commonly-used technical terms relevant to your area of work
- K4 most ways to link ideas, make your argument easier to follow and help clarity, precision and fluency
- K5 a wide range of different forms of address; leave-taking and other polite conventions to suit different occasions and degrees of formality
- K6 ways to express all feelings
- K7 all numerical terms and ways to discuss numerical data

Grammatical forms

You need to know and understand:

- K8 all verb forms in normal use
- K9 all grammatical structures, except the most complex or obscure
- K10 signing space to express complex and abstract ideas (sign languages only)
- K11 a wide range of alternative terms and structures which express standard, colloquial, formal and informal registers

Cultural conventions

You need to know and understand:

- K12 all spoken/signed and non-verbal cultural 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, fluently and accurately
2. in most relevant work and social situations
3. using complex language as needed.

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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	CFALANG2.6
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

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