

CFALANG2.7

Speak/Sign using complex and specialist language in all relevant work situations



Overview

You can handle all complex language tasks in your professional environment, face to face or by video/telephone, including the unfamiliar, the unexpected, the abstract and those involving technical and specialist language. You communicate comfortably and spontaneously, with fluency and accuracy, adapting your style of language to suit the context. You are equally at home handling complex negotiations or in an informal context developing relationships with key clients.

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Performance criteria

You must be able to:

- P1 use language sensitively and subtly to get to know people and maintain relationships
- P2 use the right spoken/signed and non-verbal cultural conventions
- P3 make unscripted presentations matched to the needs of the audience and the subject matter
- P4 present and exchange specialist information, advice, arguments or theories
- P5 express complex points succinctly
- P6 adapt your style of language to suit the subject matter, the context and your relationship with others
- P7 contribute fully to complex group discussions, debate pros and cons and negotiate an outcome
- P8 converse comfortably and spontaneously, with fluency and accuracy, for prolonged periods
- P9 use pronunciation and intonation/articulation which puts no strain on others' understanding and enhances your meaning
- P10 (if appropriate), relay information across languages

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Knowledge and understanding

You need to know and understand:

COMPLEX AND SPECIALIST Vocabulary

- K1 vocabulary to deal with all matters within your area of expertise, and other matters as they become necessary in the course of your work
- K2 a full range of devices to make your language clear, precise and fluent
- K3 current colloquialisms used in business and social contexts
- K4 an extensive range of idioms and expressions to convey shades of meaning
- K5 an extensive range of metaphor (sign language only)
- K6 all numerical terms and ways to discuss numerical data

Grammatical forms

You need to know and understand:

- K7 all grammatical forms and sentence structures unless rare or archaic
- K8 how to choose the right vocabulary and structures to express standard, colloquial, formal and informal registers

Cultural conventions

You need to know and understand:

- K9 all spoken/signed and non-verbal cultural conventions

Reference sources

You need to know and understand:

- K10 how to make effective use of all relevant general and specialist language reference sources

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Additional Information

Scope/range

You can do this:

1. speaking/signing clearly, fluently and accurately
2. in all relevant work and social situations
3. using a full range of language.

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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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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

Languages (2013)

Key words

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