

## CFALANG3.1

Write basic text on limited, familiar work situations



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### Overview

You can write short, basic phrases on a small number of familiar topics well enough to be understood, though there may be grammatical errors. You could state the time and place of a meeting, your wishes for accommodation or your personal likes and dislikes. Important communications will need to be checked, and you may need a template to adapt for all but the shortest messages.

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#### Performance criteria

*You must be able to:*

- P1 write short notes and e-mails or other messages
- P2 start and end short formal and informal messages politely
- P3 write a short e-mail or letter to introduce yourself
- P4 say thank you and sorry when appropriate
- P5 give basic information
- P6 ask and answer basic questions
- P7 make basic requests
- P8 say what you want, like or prefer and dislike

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### Knowledge and understanding

*You need to know and understand:*

### BASIC Vocabulary

- K1 a small number of words/signs in everyday use
- K2 the most important words/signs needed for your work
- K3 basic everyday connectors
- K4 a small number of set phrases/signs expressing politeness
- K5 days of the week, months, time, yesterday, today and tomorrow
- K6 basic numerical terms

### Grammatical forms

*You need to know and understand:*

- K7 short expressions to convey a small number of verbs in the present
- K8 basic positives and negatives
- K9 a few common instructions
- K10 a small number of questions
- K11 facial expressions to convey basic emotions and ask questions (sign language only)
- K12 basic compound signs (sign language only)

### Cultural conventions

*You need to know and understand:*

- K13 key non-verbal polite conventions

### Reference sources

*You need to know and understand:*

- K14 how to use reference sources to find out or check meaning or accuracy

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### Additional Information

#### Scope/range

You can do this:

1. writing clearly enough to be understood
2. in a small number of familiar situations
3. using a limited range of basic words and key phrases.

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#### Skills

Writing, communication, using reference sources

#### Glossary

Compound signs – A compound is a combination of two free morphemes that form a new sign/word with a different but related meaning. For example, the sign for 'PARENTS' is formed from the sign for 'MOTHER' and the sign for 'FATHER'.

Morpheme – the smallest meaningful unit in the grammar of a language.

#### 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](http://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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<b>Developed by</b>	Skills CFA
<b>Version number</b>	1
<b>Date approved</b>	January 2013
<b>Indicative review date</b>	January 2016
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills CFA
<b>Original URN</b>	CFALANG3.1
<b>Relevant occupations</b>	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 Services; 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; 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

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#### Suite

Languages (2013)

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#### Key words

literacy; language; work; understand; communication

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