

## CFALANG3.3

### Write routine text on familiar, everyday work situations



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#### Overview

You can produce short texts, combining set phrases and familiar language. You may make some grammar and spelling errors when writing outside your range, and you will need the support of templates and reference material for formal text. You can create standard formal letters (e.g. to enquire about availability or make orders), write a brief CV and write informal e-mails.

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#### Performance criteria

- You must be able to:*
- P1 write routine formal and informal messages, using the right form of address and starting and ending correctly
  - P2 provide brief, routine descriptions or explanations
  - P3 provide information about past, present or future events
  - P4 make routine written enquiries, requests and invitations
  - P5 write routine instructions or advice
  - P6 express everyday opinions, feelings, wishes, needs and preferences
  - P7 write accurately when using familiar words and language structures

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### Knowledge and understanding

*You need to know and understand:*

### ROUTINE Vocabulary

- K1 everyday vocabulary
- K2 common words/signs and set phrases used in your work
- K3 a range of everyday connectors
- K4 polite ways to express forms of address, greeting, leave-taking; mealtime conventions
- K5 polite ways to express feelings, agreement and disagreement
- K6 routine numerical terms

### Grammatical forms

*You need to know and understand:*

- K7 the most common ways to express past, present and future
- K8 positive and negative statements
- K9 a range of common question structures/words/signs and common ways to ask questions
- K10 common ways to ask permission and give instructions

### Cultural conventions

*You need to know and understand:*

- K11 key everyday non-verbal polite conventions

### Reference sources

*You need to know and understand:*

- K12 how to use and check reference sources to find out or confirm meaning or accuracy

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### Additional Information

#### Scope/range

You can do this:

1. writing clearly enough to be understood
2. in everyday work and social situations
3. combining set phrases and familiar, everyday language.

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#### Skills

Writing, 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](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>Originating organisation</b>	Skills CFA
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<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