

## CFALANG3.4

### Write varied text on a range of work topics



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#### Overview

You can write text (1-3 pages) for work and social purposes on a range of topics, adapting your style for formal and informal situations. You may make some grammatical errors when writing on unfamiliar subjects, but your text is generally clear for the reader. You can produce a range of business correspondence, maintain relationships informally through e-mail correspondence, write short reports, descriptions or accounts and produce operating instructions for familiar pieces of equipment.

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### Performance criteria

*You must be able to:*

- P1 write formal and informal messages, e-mails and letters
- P2 adapt the formality of your language to suit the context and your relationship with the reader
- P3 provide detailed information, descriptions or explanations
- P4 write about past, present, future and possible events
- P5 give detailed instructions or advice
- P6 make enquiries, requests or invitations
- P7 express beliefs, opinions, feelings, wishes, needs and preferences
- P8 maintain fluency and accuracy when writing on familiar topics
- P9 informally relay information into this language from your own

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### Knowledge and understanding

*You need to know and understand:*

#### **VARIED Vocabulary**

- K1 a broad general vocabulary and key work-related terms
- K2 a range of ways to link phrases to help clarity and fluency
- K3 a 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 feeling
- K5 numerical terms and ways to talk about them

#### **Grammatical forms**

*You need to know and understand:*

- K6 how to express the present, past, future and conditional
- K7 how 'can, must, could, should and would' are expressed, if applicable
- K8 negatives, question forms and a range of commonly used grammatical structures
- K9 how to use classifiers (sign languages only)
- K10 how to ask permission and give instructions with varying formality and politeness
- K11 a range of complex sentence combinations, of which some may be learned as set phrases

#### **Cultural conventions**

*You need to know and understand:*

- K12 most common spoken/signed and non-verbal polite 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. writing clearly and accurately enough to be easily understood
2. in a range of work and social situations
3. using a variety of expressions and sentence structures.

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#### Skills

Writing, communication, using reference sources

#### Glossary

Classifiers - handshapes which are used with signs referring to similar objects, to represent shapes, sizes, things, and location. For example, when signing 'STACK-OF-COINS', a classifier would be used with the sign for 'coin' to show that there were more than one.

#### 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>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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#### Suite

Languages (2013)

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#### Key words

literacy; language; work; understand; communication

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