

## CFALANG3.6

### Write complex text on a wide range of work topics



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#### Overview

You can write fluently, clearly, accurately and convincingly in a range of styles, for different audiences, on complex topics. This may include complex reports and proposals within your own area of expertise, product or service information, complex advice or instructions within your area of work, and the exchange of complex business and social correspondence.

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#### Performance criteria

- You must be able to:*
- P1 write for all aspects of your work within your area of expertise
  - P2 present complex information, express complex ideas and opinions and write persuasively on a range of topics
  - P3 draw up detailed proposals and plans, setting out benefits and disadvantages
  - P4 provide complex information and advice
  - P5 write idiomatically and adapt your style to suit the subject matter, context and your relationship with your reader
  - P6 select vocabulary and structures to express meaning clearly and succinctly
  - P7 write text of any length accurately, logically and fluently
  - P8 informally relay information into this language from your own

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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. writing accurately and fluently
2. in most relevant work and social situations
3. using complex language where needed.

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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
<b>Original URN</b>	CFALANG3.6
<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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