

CFALANG4.2

Understand predictable spoken or signed language in familiar work situations



Overview

You understand a small range of words/signs and simple sentences in familiar and predictable face-to-face situations, provided they are spoken/signed clearly, with opportunities for you to check back. You can follow short and predictable conversations, manage simple work-related and social situations, e.g. at a hotel reception desk or shopping, and follow simple instructions.

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Performance criteria

- You must be able to:*
- P1 understand simple introductions, greetings, leave taking, thanks and apologies
 - P2 understand key spoken/signed and non-verbal polite conventions
 - P3 understand simple and predictable questions
 - P4 understand key facts from simple statements, descriptions or conversations
 - P5 understand the main theme of simple conversations
 - P6 follow a short sequence of simple instructions or directions
 - P7 understand simple requests or invitations
 - P8 understand simple opinions
 - P9 understand simple wishes or needs, likes or preferences and dislikes

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Knowledge and understanding

PREDICTABLE Vocabulary

You need to know and understand:

- K1 simple set phrases and common words/signs in everyday use
- K2 common words/signs used in your work
- K3 simple everyday connectors
- K4 common set phrases expressing politeness
- K5 days of the week, months, time; yesterday, today and tomorrow
- K6 simple numerical terms

Grammatical forms

You need to know and understand:

- K7 some common verbs
- K8 simple ways to distinguish past, present and future events
- K9 simple ways to make positive and negative statements
- K10 facial expressions to convey emotions, descriptions, question forms and negation (sign languages only)
- K11 some compound signs (sign languages only)
- K12 common question structures
- K13 simple ways to give an opinion
- K14 simple ways to ask permission
- K15 simple ways to give orders or instructions

Cultural conventions

You need to know and understand:

- K16 key non-verbal polite conventions

Reference sources

You need to know and understand:

- K17 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 when the language is spoken/signed:

1. carefully and clearly
2. in familiar work and social situations
3. with common words/signs, phrases and simple sentence structures.

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Skills

Comprehension

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

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 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

Suite

Languages (2013)

Key words

literacy; language; work; understand; communication