

## CFALANG4.3

### Understand routine spoken or signed language in familiar everyday work situations



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#### Overview

You can understand common everyday language spoken/signed clearly in familiar situations, preferably with opportunities for you to check back. You can follow conversations on familiar subjects, handle routine exchanges of information about your area of work, understand routine step-by-step instructions and take simple phone/video calls.

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#### Performance criteria

*You must be able to:*

- P1 understand routine introductions, greetings, leave taking, thanks and apologies
- P2 understand everyday spoken/signed and non-verbal polite conventions
- P3 understand routine questions about everyday matters
- P4 understand details from everyday descriptions or accounts
- P5 identify the overall theme of routine conversations, descriptions or accounts
- P6 correctly identify whether events mentioned are in the past, present or future
- P7 follow routine requests, instructions or advice, understanding their priority and urgency
- P8 understand opinions, feelings, needs and preferences
- P9 understand key variations in pronunciation/regional forms

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#### Knowledge and understanding

#### ROUTINE Vocabulary

*You need to know and understand:*

- 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 when the language is spoken/signed:

1. clearly
2. in everyday work and social situations
3. in everyday language containing common words/signs and sentence structures.

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**Skills** Comprehension

**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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**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

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#### Suite

Languages (2013)

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#### Key words

communication; understand; language; work; spoken; signed