

## CFALANG4.4

Understand varied spoken or signed language in a range of familiar work situations



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### Overview

You can follow conversations and discussions delivered at normal speed on a range of topics in different social and work situations. You can take part in straightforward social interaction as well as following uncomplicated negotiations, discussions and instructions within your area of work. You understand straightforward news items, interviews and documentaries. If appropriate, you can deal with straightforward telephone or video calls.

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#### Performance criteria

- You must be able to:*
- P1 understand a range of introductions, greetings, thanks, apologies and leave taking
  - P2 understand a range of spoken/signed and non-verbal cultural conventions
  - P3 distinguish between formal and informal language
  - P4 understand enquiries or requests
  - P5 identify some relevant details and the general meaning of talks, discussions and conversations
  - P6 accurately identify whether events mentioned are in the past, present, future, or could happen in certain circumstances
  - P7 understand opinions and distinguish them from fact
  - P8 follow instructions and advice, understanding their priority and urgency
  - P9 understand different ways to express feelings, needs, preferences and humour
  - P10 recognise most common variations in pronunciation/regional forms
  - P11 if appropriate, relay information informally from this language into 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 when the language is spoken/signed:

1. clearly at normal speed
2. in a range of work and social situations
3. with varied vocabulary and sentence structures.

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#### Skills

Comprehension

#### 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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**Originating organisation** Skills CFA

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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