

CFALANG4.5

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



Overview

You can handle most aspects of your work independently, and you know the relevant technical vocabulary. You are familiar with most common accents or regional forms, and you can distinguish the style and formality of the language. You can understand detailed information from a range of sources but may miss details when you are not being communicated with directly. You can follow discussions, films, live or televised debates, negotiations, complaints and problems within your area of work. You can deal with non-routine phone/video calls.

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Performance criteria

You must be able to:

- P1 handle straightforward social interactions, understanding most spoken/signed and non-verbal cultural conventions
- P2 identify the style and the formality of language used
- P3 understand enquiries, questions, comments and responses
- P4 extract most relevant details and the general meaning of presentations, reports and discussions on a wide range of topics
- P5 follow arguments and lines of reasoning
- P6 identify opinions and values and distinguish them from other information
- P7 understand detailed instructions, advice and requests and their urgency and priority
- P8 understand a wide range of ways to express feelings, needs, preferences and humour
- P9 understand all common variations in pronunciation/regional forms
- P10 if appropriate, relay information informally from this language into your own

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Knowledge and understanding

EXTENDED Vocabulary

You need to know and understand:

- K1 a broad general vocabulary and the technical language related to your work
- K2 a wide range of ways to link and connect phrases to help clarity and fluency
- K3 a wide 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 feelings
- K5 a wide range of numerical terms and ways to talk about them

Grammatical forms

You need to know and understand:

- K6 all commonly used positive and negative verb forms
- K7 all tenses, aspects or ways to show time frames, if applicable
- K8 all voices and moods, if applicable
- K9 how to express: 'will, would, can, should, may, might, ought, will have, could have, should have'
- K10 most commonly used grammatical structures, including those which are complex
- K11 alternative terms and structures which modify style and register for different audiences and contexts
- K12 manner (sign languages only)

Cultural conventions

You need to know and understand:

- K13 all common spoken/signed and non-verbal polite conventions

Reference sources

You need to know and understand:

- K14 how to make effective use of relevant language reference sources

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Additional Information

Scope/range

You can do this from language spoken/signed:

1. at normal speed and over extended periods
2. in a wide range of work and social situations
3. which may include some technical vocabulary and some complex grammatical 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

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

communication; understand; language; work; spoken; signed