

## CFALANG4.6

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



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### Overview

You can extract complex information from a wide range of sources, even when the language is delivered at speed. You are comfortable with a range of regional variations, formal and informal language, relevant technical vocabulary and colloquialisms. You can take part in negotiations and deal with complaints, problems or disputes. You can also make phone/video calls effectively.

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### Performance criteria

- You must be able to:*
- P1 handle complex social interactions, understanding all spoken/signed and non-verbal cultural conventions
  - P2 understand complex information
  - P3 extract all relevant details and the general meaning of presentations, reports and discussions
  - P4 understand complex enquiries, questions, comments and responses
  - P5 follow complex arguments and lines of reasoning
  - P6 understand complex instructions, advice and requests and their priority
  - P7 understand humour, sarcasm and ambiguity
  - P8 identify opinions and values and distinguish them from other information
  - P9 identify complex feelings, needs and preferences
  - P10 different regional variations and most colloquialisms, and identify the style and register of language used
  - P11 if appropriate, informally relay information from this language into 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 when the language is spoken/signed:

1. at any speed, whatever the length
2. in most relevant work and social situations
3. using technical vocabulary and complex grammatical structures as needed.

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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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**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