

CFALANG4.7

Understand complex and specialist language in all familiar or relevant or work situations



Overview

You have the language skills needed to handle all tasks in your professional environment, including those involving technical or specialist language. You can understand all kinds of spoken/signed language in all circumstances, picking up undercurrents and attitudes. You understand complex and specialised presentations, talks and group discussions. You can follow all discussions and debates related to high-level strategy or policy. You have the language skills to handle complex phone/video calls.

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Performance criteria

- You must be able to:*
- P1 handle all social interactions in formal and informal settings, understanding all spoken/signed and non-verbal cultural signals
 - P2 follow questions and comments from an audience
 - P3 appreciate tone, social variations and register, different shades of meaning, and the intention behind the language chosen
 - P4 identify apparent ambiguities
 - P5 consistently handle large amounts of information, theories and ideas conveyed or implied in extended, complex and specialised presentations/talks and group discussions
 - P6 identify similarities and differences in what different contributors say, and the implication of this for the progress of the discussion
 - P7 understand different regional forms and colloquialisms, with the exception of extreme variants from the standard language
 - P8 if appropriate, informally relay information across languages

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Knowledge and understanding

You need to know and understand:

COMPLEX AND SPECIALIST Vocabulary

- K1 vocabulary to deal with all matters within your area of expertise, and other matters as they become necessary in the course of your work
- K2 a full range of devices to make your language clear, precise and fluent
- K3 current colloquialisms used in business and social contexts
- K4 an extensive range of idioms and expressions to convey shades of meaning
- K5 an extensive range of metaphor (sign language only)
- K6 all numerical terms and ways to discuss numerical data

Grammatical forms

You need to know and understand:

- K7 all grammatical forms and sentence structures unless rare or archaic
- K8 how to choose the right vocabulary and structures to express standard, colloquial, formal and informal registers

Cultural conventions

You need to know and understand:

- K9 all spoken/signed and non-verbal cultural conventions

Reference sources

You need to know and understand:

- K10 how to make effective use of all relevant general and specialist language reference sources

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Additional Information

Scope/range

You can do this from language spoken/signed:

1. at any speed
2. in all relevant work and social situations
3. however complex and specialist.

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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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Developed by Skills CFA

Version number 1

Date approved January 2013

Indicative review date January 2016

Validity Current

Status Original

Originating organisation Skills CFA

Original URN CFALANG4.7

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