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## Overview

This unit has seven elements:

The elements are:

1. **Speak or sign using basic language in limited, familiar work situation**  
You can use a small number of common words/signs and key phrases to communicate basic messages in very familiar, face to face situations. You may be hesitant and make some grammatical errors, but you could, for example, meet and greet colleagues or clients, giving your job title and company name, ask for directions or prices and say what you want in shops or in a restaurant.

2. **Speak or sign using predictable language in familiar work situations**  
You can use a limited range of words/signs and simple sentences in predictable and familiar situations. You may be hesitant and make grammatical errors in less familiar situations, but you can get simple messages across. You could handle simple exchanges, for example at a hotel reception desk or in a restaurant, and provide standard work-related information, for example concerning products, services, orders or quantities.

3. **Speak or sign using routine language in familiar, everyday work situations**  
You can make yourself understood in routine situations, using set phrases and adapting simple structures with the right vocabulary. You may lack fluency and grammatical accuracy, but you can start up a conversation, and keep it going if the topic is familiar and the other person is willing to take the lead. You can make initial social contact and discuss familiar subjects, or provide routine information about your area of work. You could also, if appropriate, make routine phone/video calls; for example to make an appointment or to leave a short message.

4. **Speak or sign using varied language in a range of work situations**  
You can contribute in a range of social and work-related situations, and you have a good vocabulary which you can adapt to get straightforward messages across, usually finding alternative ways to explain when needed. You can keep the conversation going fairly smoothly within familiar areas, but you may have difficulty expressing complex or abstract ideas. You can make new contacts, manage uncomplicated negotiations and handle straightforward telephone/video calls.

5. **Speak or sign using extended language in a wide range of work situations**  
You can handle most aspects of your day-to-day work, including the unpredictable. You can communicate confidently over extended periods,

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## Speak/Sign

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though not always concisely or with complete accuracy. You can use your language skills for networking and can take part in discussions and meetings, negotiating and contributing formally if required. You can also make non-routine phone/video calls.

### 6. Speak in or sign using complex language in a wide range of work situations

You can communicate fluently over extended periods with only occasional inaccuracy - which you can usually correct. You can discuss all topics within your field, even when abstract or complex, and keep the conversation going smoothly. You can use your language skills to develop relationships with individuals and groups, and also, if required, negotiate in formal meetings to reach decisions or solve problems. You can use the telephone/videophone confidently and effectively.

### 7. Speak or sign using complex specialist language in all relevant work situations

You can handle all complex language tasks in your professional environment, face to face or by video/telephone, including the unfamiliar, the unexpected, the abstract and those involving technical and specialist language. You communicate comfortably and spontaneously, with fluency and accuracy, adapting your style of language to suit the context. You are equally at home handling complex negotiations or in an informal context developing relationships with key clients.

### Performance Criteria

*You must be able to:*

#### **Speak or sign using basic language in limited, familiar work situations**

- P1 greet, introduce yourself and other people, and say goodbye
- P2 thank others and say sorry
- P3 use key spoken/signed and non verbal polite conventions
- P4 ask and answer a few questions
- P5 make brief factual statements
- P6 express basic wishes, likes/preferences and dislikes
- P7 show whether or not you understand, and ask for repetition when you have not understood
- P8 pronounce/articulate clearly enough to be understood

#### **Speak or sign using predictable language in familiar work situations**

- P1 meet, greet, thank, apologise and take leave of others
- P2 use key spoken/signed and non verbal polite conventions
- P3 ask and answer simple questions
- P4 express simple factual information
- P5 make simple requests and invitations
- P6 express simple wishes, opinions/feelings, needs and preferences
- P7 show whether you have understood, asking for repetition or explanation when necessary
- P8 check that the other person has understood
- P9 pronounce/articulate clearly enough to be understood
- P10 speak/sign accurately when using simple, familiar words/signs and phrases

#### **Speak or sign using routine language in familiar, everyday work situations**

- P1 meet, greet, thank, apologise and take leave of others
- P2 use everyday spoken/signed and non verbal polite conventions
- P3 start conversations in social situations
- P4 ask everyday questions, make requests and give invitations
- P5 respond appropriately during routine conversations
- P6 provide brief routine descriptions, information or explanations
- P7 provide routine information about past, present and future events
- P8 make brief suggestions or give advice or instructions
- P9 express everyday wishes, feelings, needs, preferences and opinions
- P10 show whether you are following a conversation, and check you are being understood
- P11 ask repetition or explanation and time to think when needed
- P12 use the right intonation and pronunciation/articulation
- P13 speak/sign accurately when using familiar words/signs and language

structures

### **Speak or sign using varied language in a range of work situations**

- P1 initiate and maintain social contact
- P2 adapt your choice and style of language for formal and informal situations, using suitable spoken/signed and non verbal cultural conventions
- P3 respond appropriately to questions and comments
- P4 contribute to discussions on familiar subjects
- P5 provide detailed information or explanations about past, present and future events
- P6 make suggestions and give instructions or advice
- P7 make requests or enquiries
- P8 express feelings, opinions and beliefs
- P9 find alternative ways to explain when needed
- P10 show whether you are following a conversation, and check you are being understood
- P11 ask for repetition or explanation, and time to think when needed
- P12 maintain accuracy and fluency in familiar situations
- P13 use accurate pronunciation and intonation/articulation and stress
- P14 if appropriate: relay information informally from your language into this language

### **Speak or sign using extended language in a wide range of work situations**

- P1 strike up and sustain conversation in social situations
- P2 use the right spoken/signed and non verbal cultural conventions
- P3 contribute spontaneously to meetings or discussions
- P4 respond appropriately to questions, comments and arguments, developing them further
- P5 make prepared presentations, providing facts, ideas or opinions and supporting arguments
- P6 make proposals and give instructions and advice
- P7 make requests and enquiries
- P8 express a wide range of beliefs, feelings and opinions
- P9 adapt your register and use technical language as appropriate to the subject matter and context, finding alternative ways to express unfamiliar terms
- P10 maintain fluency in extended contributions, and fluency and accuracy in shorter contributions
- P11 use a range of strategies to keep conversation going smoothly
- P12 use accurate intonation, pronunciation/articulation and stress, so that your message can be easily understood
- P13 if appropriate: relay information informally from your language into this language

### **Speak in or sign using complex language in a wide range of work situations**

- P1 Take an active role in social situations, setting people at ease and including newcomers
- P2 Use the right spoken/signed and non verbal cultural conventions
- P3 Contribute spontaneously to meetings and discussions, leading if appropriate
- P4 Develop or challenge other people's comments and arguments
- P5 Make complex presentations using factual information to support theories and ideas
- P6 Make complex proposals or suggestions and give instructions and advice
- P7 Make complex requests and enquiries
- P8 Express complex beliefs, feelings and opinions
- P9 Use register, technical language and idiom as appropriate to the subject matter, context and your relationship with others
- P10 Find alternative ways to express unfamiliar terms
- P11 Maintain fluency in extended contributions, and accuracy when operating within your area of expertise
- P12 Use accurate intonation, pronunciation/articulation and stress which put no strain on other people's understanding
- P13 If appropriate, relay information informally across languages

### **Speak or sign using complex and specialist language in all relevant work situations**

- P1 use language sensitively and subtly to get to know people and maintain relationships
- P2 use the right spoken/signed and non verbal cultural conventions
- P3 make unscripted presentations matched to the needs of the audience and the subject matter
- P4 present and exchange specialist information, advice, arguments or theories
- P5 express complex points succinctly
- P6 adapt your style of language to suit the subject matter, the context and your relationship with others
- P7 contribute fully to complex group discussions, debate pros and cons and negotiate an outcome
- P8 converse comfortably and spontaneously, with fluency and accuracy, for prolonged periods
- P9 use pronunciation and intonation/articulation which puts no strain on others' understanding and enhances your meaning
- P10 (if appropriate), relay information across languages

### Knowledge and understanding

*You need to know and understand:*

#### **BASIC**

##### **Vocabulary**

- K1 a small number of words/signs in everyday use
- K2 the most important words/signs needed for your work
- K3 basic everyday connectors (e.g. 'and', 'but')
- K4 a small number of set phrases/signs expressing politeness (e.g. please and thank you, introductions, forms of address, greeting leave-taking)
- K5 days of the week, months, time, yesterday, today and tomorrow
- K6 basic numerical terms (e.g. can use 1-20 and understand 1-60)

##### **Grammatical forms**

- K7 short expressions to convey a small number of verbs in the present:
  - K7.1 I'd like /I want; I/you like/prefer; I/you have; it's... (e.g. hot/broken)
  - K7.2 few other common verbs
- K8 basic negatives (e.g. I don't like; I'm not going)
- K9 a few common instructions (e.g. Turn right! Stop!)
- K10 a small number of questions (e.g. What is your name? When? How much? Are you...? Can I...? Can you...?)

##### **Non-verbal cultural conventions**

- K11 Key non verbal polite conventions (greeting, spatial distance, touch, eye contact)

##### **Reference sources**

- K12 How to use reference sources to find out or check meaning or accuracy (e.g. glossaries, dictionaries, phrase books, basic on-line resources)

#### **PREDICTABLE**

##### **Vocabulary**

- K1 simple set phrases and common words/signs in everyday use
- K2 common words/signs used in your work
- K3 simple everyday connectors (and, but, also)
- K4 common set phrases expressing politeness (e.g. introductions and greetings, forms of address, leave-taking, mealtime conventions)
- K5 days of the week, months, time; yesterday, today and tomorrow
- K6 simple numerical terms (e.g. 1-100, prices, 24 hour clock, dates)

##### **Grammatical forms**

- K7 some common verbs (I /you/he/she/they ...)
- K8 simple ways to distinguish past, present and future events (e.g. using 'yesterday', or verb forms if appropriate)
- K9 simple ways to make positive and negative statements

K10 common questions (e.g. Where? What time? Why? How many? What? Do you...?)

K11 simple ways to:

K11.1 give an opinion (e.g. It's good! I like/prefer)

K11.2 ask permission ('Please can I?')

K11.3 give orders or instructions ('Sit down! This way! Look!')

### **Non-verbal cultural conventions**

K12 key non verbal polite conventions (greeting, spatial distance, touch eye contact)

### **Reference sources**

K13 how to use reference sources to find out or check meaning or accuracy (e.g. glossaries, dictionaries, phrase books, simple on-line resources)

## **ROUTINE**

### **Vocabulary**

K1 everyday vocabulary

K2 common words/signs and set phrases used in your work

K3 a range of everyday connectors (e.g. 'and, but, then, because, so')

K4 polite ways to express:

K4.1 forms of address, greeting, leave-taking; mealtime conventions

K4.2 feelings (wishes, gratitude, regret, apology)

K4.3 agreement and disagreement

K5 routine numerical terms (e.g. all numbers, time, dates, quantity)

### **Grammatical forms**

K6 the most common ways to express past, present and future

K7 positive and negative statements

K8 all common question words/signs and common ways to ask questions ('Did you? Have you?')

K9 common ways to ask permission (can, must) and give instructions (what to do and what not to do)

### **Cultural conventions**

K10 key everyday non verbal polite conventions (greeting, spatial distance, touch, eye contact)

### **Reference sources**

K11 how to use and check reference sources to find out or confirm meaning or accuracy (e.g. glossaries, phrase books, dictionaries, verb tables, simple on-line resources)

### **VARIED**

#### **Vocabulary**

- K1 a broad general vocabulary and key work-related terms
- K2 a range of ways to link ideas and help clarity and fluency such as:
  - K2.1 connectors (conjunctions: e.g. 'although', 'as long as'; adverbs: e.g. 'however', and enumerators: e.g. 'firstly')
  - K2.2 pronouns
- 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 (e.g. wishes, gratitude, regret, apology, annoyance)
- K5 numerical terms (e.g. all numbers, fractions, statistics) and ways to talk about them

#### **Grammatical forms**

- K6 how to express the present, past, future and conditional (e.g. 'I would go...')
- K7 how 'can, must, could, should and would' are expressed in this language
- K8 negatives, question forms and a range of commonly used grammatical structures
- K9 how to ask permission and give instructions with varying formality and politeness
- K10 a range of complex sentence combinations, of which some may be learned as set phrases

#### **Cultural conventions**

- K11 Most common spoken/signed and non verbal polite conventions (gestures, spatial distance, touch, eye contact)

#### **Reference sources**

- K12 How to make effective use of relevant language reference sources (e.g. dictionaries, thesauruses, grammar books, on-line resources)

### **EXTENDED**

#### **Vocabulary**

- K1 a broad general vocabulary and the technical language related to your work
- K2 a wide range of ways to link ideas and help clarity and fluency such as:
  - K2.1 most connectors (conjunctions: e.g. 'unless', 'except that', 'while'; adverbs: e.g. 'yet', 'consequently', 'in addition' )
  - K2.2 all pronouns
- 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 (e.g. wishes, gratitude, regret, apology,



- annoyance, criticism)
- K5 all numerical terms (e.g. numbers, fractions, percentages) and ways to talk about them

### **Grammatical forms**

- K6 all commonly used verb forms, positive and negative:
- K6.1 all tenses or ways to show time frames
  - K6.2 all aspects if applicable (e.g. in English I work/I am working)
  - K6.3 all voices and moods if applicable ( e.g. passive; subjunctive)
  - K6.4 how to express: 'will, would, can, could, should, may, might, ought; will have, could have, should have, etc
- K7 most commonly used grammatical structures, including those which are complex
- K8 alternative terms and structures which modify style and register for different audiences and contexts

### **Cultural conventions**

- K9 all common spoken/signed and non verbal polite conventions (facial expression and gestures, spatial distance, touch, eye contact)

### **Reference sources**

- K10 how to make effective use of relevant language reference sources (e.g. bilingual and monolingual dictionaries, thesauruses, grammar books, on-line resources)

## **COMPLEX**

### **Vocabulary**

- 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**

- K8 all verb forms in normal use
- K9 all grammatical structures, except the most complex or obscure
- K10 a wide range of alternative terms and structures which express standard, colloquial, formal and informal registers

### **Cultural conventions**

K11 all spoken/signed and non verbal cultural conventions (facial expression and gestures, spatial distance, touch, eye contact, tone)

### **Reference sources**

K12 how to make effective use of relevant language reference sources (e.g. bilingual and monolingual dictionaries, thesauruses, advanced grammar manuals, on-line resources)

## **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 all numerical terms and ways to discuss numerical data

### **Grammatical forms**

- K6 all grammatical forms and sentence structures unless rare or archaic
- K7 how to choose the right vocabulary and structures to express standard, colloquial, formal and informal registers

### **Cultural conventions**

K8 all spoken/signed and non verbal cultural conventions (facial expression and gestures, spatial distance, touch, eye contact, tone)

### **Reference sources**

K9 how to make effective use of all relevant general and specialist language reference sources

### Additional Information

#### Scope/range related to performance criteria

#### **Speak or sign using basic language in limited, familiar work situations**

You can do this:

1. speaking/signing clearly enough to be understood
2. in a small number of familiar work or social situations
3. using a small number of words/signs and key phrases

#### **Speak or sign using predictable language in familiar work situations**

You can do this:

1. speaking/signing clearly enough to be understood
2. in familiar work and social situations
3. using a limited range of common vocabulary, set phrases and simple sentences

#### **Speak or sign using routine language in familiar, everyday work situations**

You can do this:

1. speaking/signing clearly enough to be understood
2. in everyday work and social situations
3. combining words/signs and set phrases with common sentence structures

#### **Speak or sign using varied language in a range of work situations**

You can do this:

1. speaking/signing clearly
2. in a range of work and social situations
3. using and adapting a range of expressions and grammatical structures

#### **Speak or sign using extended language in a wide range of work situations**

You can do this:

1. speaking/signing accurately enough to be easily understood
2. in a wide range of work and social situations
3. using and adapting a wide range of vocabulary and some complex grammatical structures

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## Speak/Sign

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### **Speak in or sign using complex language in a wide range of work situations**

You can do this:

1. speaking/signing clearly, fluently and accurately
2. in most relevant work and social situations
3. using complex language as needed

### **Speak or sign using complex and specialist language in all relevant work situations**

You can do this:

1. speaking/signing clearly, fluently and accurately
2. in all relevant work and social situations
3. using a full range of language

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## Speak/Sign

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<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Council for Administration
<b>Original URN</b>	CILTS
<b>Relevant occupations</b>	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 Service; 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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## Speak/Sign

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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

UK Occupational Language Standards 2010

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### Key words

speaking; signing; sign language; language; communication; work