

Overview

There are seven elements in this unit:

The elements are:

1. Understand basic spoken or signed language in limited familiar work situations

You understand a small number of basic words/signs and key phrases in a few familiar, face to face situations, provided the other person speaks/signs them carefully and clearly, and is willing to repeat or rephrase when needed. Your vocabulary relates mainly to personal details such as name, family, job role, and specific work situations. You can meet and greet people, understand some key expressions and follow very simple directions (one at a time).

2. Understand predictable spoken or signed language in familiar work situations

You understand a small range of words/signs and simple sentences in familiar and predictable face-to-face situations, provided they are spoken/signed clearly, with opportunities for you to check back. You can follow short and predictable conversations, manage simple work-related and social situations, e.g. at a hotel reception desk or shopping, and follow simple instructions.

3. Understand routine spoken or signed language in familiar everyday work situations

You can understand common everyday language spoken/signed clearly in familiar situations, preferably with opportunities for you to check back. You can follow conversations on familiar subjects, handle routine exchanges of information about your area of work, understand routine step-by-step instructions and take simple phone/video calls.

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

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.

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

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.

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Understand

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.

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

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.

7. Understand complex and specialist language in all relevant work situations

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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Understand

Performance criteria

You must be able to:

Understand basic spoken or signed language in limited familiar work situations

- P1 understand basic introductions, greetings, leave-taking, thanks and apologies
- P2 understand key spoken/signed and non verbal polite conventions
- P3 understand a few basic questions
- P4 understand details from basic personal, social and work-related information
- P5 understand the main theme of brief, basic statements/descriptions and conversations
- P6 follow short, basic requests, instructions or directions
- P7 understand when people say what they do and do not want, like or prefer

Understand predictable spoken or signed language in familiar work situations

- P1 understand simple introductions, greetings, leave taking, thanks and apologies
- P2 understand key spoken/signed and non verbal polite conventions
- P3 understand simple and predictable questions
- P4 understand key facts from simple statements, descriptions or conversations
- P5 understand the main theme of simple conversations
- P6 follow a short sequence of simple instructions or directions
- P7 understand simple requests or invitations
- P8 understand simple opinions
- P9 understand simple wishes or needs, likes or preferences and dislikes

Understand routine spoken or signed language in familiar, everyday work situations

- P1 understand routine introductions, greetings, leave taking, thanks and apologies
- P2 understand everyday spoken/signed and non verbal polite conventions
- P3 understand routine questions about everyday matters
- P4 understand details from everyday descriptions or accounts
- P5 identify the overall theme of routine conversations, descriptions or accounts
- P6 correctly identify whether events mentioned are in the past, present or future
- P7 follow routine requests, instructions or advice, understanding their priority and urgency
- P8 understand opinions, feelings, needs and preferences

P9 understand key variations in pronunciation/regional forms

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

- P1 understand a range of introductions, greetings, thanks, apologies and leave taking
- P2 understand a range of spoken/signed and nonverbal 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

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

- 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

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

- P1 handle complex social interactions, understanding all spoken/signed and non- verbal cultural conventions
- P2 understand complex information

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Understand

- 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

Understand complex and specialist language in all relevant work situations

- 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

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

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Understand

- 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

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Understand

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

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

Additional Information

Scope/range related to performance criteria

Understand the basic spoken or signed language in limited familiar work situations

You can do this when the language is spoken/signed:

1. carefully and clearly
2. in a small number of familiar work or social situations
3. with a few common, basic words/signs and key phrases

Understand predictable spoken or signed language in familiar work situations

You can do this when the language is spoken/signed:

1. carefully and clearly
2. in familiar work and social situations
3. with common words/signs, phrases and simple sentence structures

Understand routine spoken or signed language in familiar everyday work situations

You can do this when the language is spoken/signed:

1. clearly
2. in everyday work and social situations
3. in everyday language containing common words/signs and sentence structures

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

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

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

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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Understand

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

You can do this when the language is spoken/signed:

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

Understand complex and specialist language in all relevant work situations

You can do this from language spoken/signed:

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

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Understand

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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

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Understand

Agricultural Trades; Metal Forming, Welding and Related Trade; Metal Machining, Fitting and Instrument ; Vehicle Trades; Electrical Trades; Construction Trades; Building Trades; Textile and Garment 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

UK Occupational Language Standards 2010

Key words

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