Languages

National Occupational Standards

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CFALANG1.1

Read basic text on limited, familiar work topics

Overview

You understand a small number of basic words and key phrases in a limited range of very familiar situations. You can identify personal information such as someone's name, family circumstances and job role, and you can follow messages about basic practical arrangements.

CFALANG1.1

Read basic text on limited, familiar work topics

Performance criteria

You must be able to:

- P1 understand short messages
- P2 identify basic personal details from letters or other documents
- P3 identify the likely purpose and subject of short texts by using the layout and your knowledge of a few key words
- P4 recognise common written signs or safety warnings
- P5 understand basic numerical information in menus, signs or other documents
- P6 understand requests for personal details in short forms or other documents
- P7 understand short, basic questions, invitations or requests
- P8 understand brief, basic instructions or directions
- P9 understand basic wishes, likes/preferences and dislikes

CFALANG1.1
Read basic text on limited, familiar work topics

Knowledge and understanding

BASIC

Vocabulary

You need to know and understand:

K1 a small number of words/signs in everyday use
K2 the most important words/signs needed for your work
K3 basic everyday connectors
K4 a small number of set phrases/signs expressing politeness
K5 days of the week, months, time; yesterday, today and tomorrow
K6 basic numerical terms

Grammatical forms

You need to know and understand:

K7 short expressions to convey a small number of verbs in the present
K8 basic positives and negatives
K9 a few common instructions
K10 a small number of questions
K11 facial expressions to convey basic emotions and ask questions (sign language only)
K12 basic compound signs (sign language only)

Cultural conventions

You need to know and understand:

K13 key non-verbal polite conventions

Reference sources

You need to know and understand:

K14 how to use reference sources to find out or check meaning or accuracy

CFALANG1.1

Read basic text on limited, familiar work topics

Additional Information

Scope/range

You can do this when reading text:

1. which is very short, up to 5 lines
2. on familiar work and social topics
3. written with a small number of basic words and key phrases.

CFALANG1.1
Read basic text on limited, familiar work topics

Skills	Reading, comprehension
Glossary	Compound signs – A compound is a combination of two free morphemes that form a new sign/word with a different but related meaning. For example, the sign for 'PARENTS' is formed from the sign for 'MOTHER' and the sign for 'FATHER'. Morpheme – the smallest meaningful unit in the grammar of a language.
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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG1.1
Read basic text on limited, familiar work topics

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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 Occupation; 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;

CFALANG1.1
Read basic text on limited, familiar work topics

	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 Profession; Sales and Related Associate Professional; Conservation Associate Professionals; Public Service and Other Associate Professional
Suite	Languages (2013)
Key words	literacy; language; work; understand

CFALANG1.2
Read predictable text in familiar work situations

Overview

You can understand short, simple, predictable text on familiar subjects. You can get the rough gist of short articles or tourist or promotional material, use a simple travel timetable, and understand simple forms well enough to complete them with a few words and personal details.

CFALANG1.2
Read predictable text in familiar work situations

Performance criteria

You must be able to:

P1 understand simple messages
P2 understand specific details and numerical information
P3 identify the purpose and main theme of a text by using visual information and familiar vocabulary
P4 understand common written signs, safety warnings and notices
P5 understand simple questions, invitations and requests
P6 follow simple instructions or directions
P7 understand simple forms
P8 identify simple feelings or opinions, wishes and preferences

CFALANG1.2
Read predictable text in familiar work situations

Knowledge and understanding

PREDICTABLE

Vocabulary

You need to know and understand:

K1 simple set phrases and common words/signs in everyday use
K2 common words/signs used in your work
K3 simple everyday connectors
K4 common set phrases expressing politeness
K5 days of the week, months, time; yesterday, today and tomorrow
K6 simple numerical terms

Grammatical forms

You need to know and understand:

K7 some common verbs
K8 simple ways to distinguish past, present and future events
K9 simple ways to make positive and negative statements
K10 facial expressions to convey emotions, descriptions, question forms and negation (sign languages only)
K11 some compound signs (sign languages only)
K12 common question structures
K13 simple ways to give an opinion
K14 simple ways to ask permission
K15 simple ways to give orders or instructions

Cultural conventions

You need to know and understand:

K16 key non-verbal polite conventions

Reference sources

You need to know and understand:

K17 how to use reference sources to find out or check meaning or accuracy

CFALANG1.2
Read predictable text in familiar work situations

Additional Information

Scope/range

You can do this when reading text:

1. of up to approximately 10 lines
2. on familiar work and social topics
3. written with common, predictable vocabulary and simple sentences.

CFALANG1.2
Read predictable text in familiar work situations

Skills	Reading, comprehension
Glossary	Compound signs – A compound is a combination of two free morphemes that form a new sign/word with a different but related meaning. For example, the sign for 'PARENTS' is formed from the sign for 'MOTHER' and the sign for 'FATHER'. Morpheme – the smallest meaningful unit in the grammar of a language.
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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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG1.2
Read predictable text in familiar work situations

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CFALANG1.2
Read predictable text in familiar work situations

	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 Profession; Sales and Related Associate Professional; Conservation Associate Professionals; Public Service and Other Associate Professional
Suite	Languages (2013)
Key words	literacy; language; work; understand

CFALANG1.3
Read routine text in familiar, everyday work situations

Overview

You can understand short texts written in familiar language. You grasp the gist of articles and other material on topics familiar to you, and you can understand routine letters and e-mails relating to your area of work. You can understand the broad outline of signs, notices or announcements (e.g. job vacancies, advertisements) and follow straightforward safety regulations.

CFALANG1.3

Read routine text in familiar, everyday work situations

Performance criteria

You must be able to:

- P1 recognise the difference between formal and informal correspondence
- P2 understand routine messages or e-mails
- P3 understand the purpose and overall theme of a text and its different sections
- P4 identify specific details and information using your knowledge of vocabulary and grammar (e.g. for time frames)
- P5 understand routine charts or diagrams
- P6 understand routine enquiries or requests
- P7 understand routine instructions or advice
- P8 understand everyday written wishes and opinions

CFALANG1.3

Read routine text in familiar, everyday work situations

Knowledge and understanding

ROUTINE

Vocabulary

You need to know and understand:

K1 everyday vocabulary
K2 common words/signs and set phrases used in your work
K3 a range of everyday connectors
K4 polite ways to express forms of address; greeting, leave-taking, mealtime conventions
K5 polite ways to express feelings, agreement and disagreement
K6 routine numerical terms

Grammatical forms

You need to know and understand:

K7 the most common ways to express past, present and future
K8 positive and negative statements
K9 a range of common question structures/words/signs and common ways to ask questions
K10 common ways to ask permission and give instructions

Cultural conventions

You need to know and understand:

K11 key everyday non-verbal polite conventions

Reference sources

You need to know and understand:

K12 how to use and check reference sources to find out or confirm meaning or accuracy

CFALANG1.3

Read routine text in familiar, everyday work situations

Additional Information

Scope/range

You can do this when reading text:

1. of up to approximately 20 lines
2. on everyday work and social topics
3. written in everyday language, with common words/signs and sentence structures.

CFALANG1.3

Read routine text in familiar, everyday work situations

Skills	Reading, 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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG1.3

Read routine text in familiar, everyday work situations

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CFALANG1.3

Read routine text in familiar, everyday work situations

	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 Profession; Sales and Related Associate Professional; Conservation Associate Professionals; Public Service and Other Associate Professional
Suite	Languages (2013)
Key words	literacy; language; work; understand

CFALANG1.4
Read varied text on a range of work topics

Overview

You understand a range of texts of different types and styles, from a paragraph to a few pages in length. You can work out the meaning of some unfamiliar vocabulary, use reference sources efficiently when you need to, and conduct a straightforward Internet search. You understand technical specifications for products and services within your area of work. You can also deal with non-routine e-mails and letters, news articles and promotional material.

CFALANG1.4
Read varied text on a range of work topics

Performance criteria

You must be able to:

- P1 evaluate the relevance of a range of texts from the Internet or from other sources
- P2 understand the overall meaning of texts containing ideas, opinions and information
- P3 understand relevant details from different types of text by using your knowledge of vocabulary and key grammatical features of the language
- P4 distinguish between facts and ideas or opinions
- P5 extract accurate numerical data from a text or visual source
- P6 understand different enquiries, requests and complaints, their level of formality and their priority
- P7 follow multi-step written instructions or advice
- P8 relay written information informally from this language into your own

CFALANG1.4
Read varied text on a range of work topics

Knowledge and understanding

VARIED

Vocabulary

You need to know and understand:

K1 a broad general vocabulary and key work-related terms
K2 a range of ways to link phrases to help clarity and fluency
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
K5 numerical terms and ways to talk about them

Grammatical forms

You need to know and understand:

K6 how to express the present, past, future and conditional
K7 how 'can, must, could, should and would' are expressed, if applicable
K8 negatives, question forms and a range of commonly used grammatical structures
K9 how to use classifiers (sign languages only)
K10 how to ask permission and give instructions with varying formality and politeness
K11 a range of complex sentence combinations, of which some may be learned as set phrases

Cultural conventions

You need to know and understand:

K12 most common spoken/signed and non-verbal polite conventions

Reference sources

You need to know and understand:

K13 how to make effective use of relevant language reference sources

CFALANG1.4
Read varied text on a range of work topics

Additional Information

Scope/range

You can do this when reading text:

1. of up to three pages
2. of different kinds and on a range of work and social topics
3. written with a broad general vocabulary and a range of sentence structures.

CFALANG1.4
Read varied text on a range of work topics

Skills	Reading, comprehension
Glossary	Classifiers - handshapes which are used with signs referring to similar objects, to represent shapes, sizes, things, and location. For example, when signing 'STACK-OF-COINS', a classifier would be used with the sign for 'coin' to show that there were more than one.
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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG1.4
Read varied text on a range of work topics

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CFALANG1.4
Read varied text on a range of work topics

	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 Profession; Sales and Related Associate Professional; Conservation Associate Professionals; Public Service and Other Associate Professional
Suite	Languages (2013)
Key words	literacy; language; work; understand

CFALANG1.5
Read extended text on a wide range of work topics

Overview

You can understand technical documents within your area of expertise containing some complex language, though you may need to go over some sections more than once. You can make effective use of the Internet to find relevant information, and you can compare and evaluate written material. You can also enjoy reading for pleasure.

CFALANG1.5
Read extended text on a wide range of work topics

Performance criteria

You must be able to:

P1 understand the overall meaning of texts on a wide range of topics
P2 skim texts quickly and easily to assess their usefulness
P3 extract relevant information on a wide range of topics by using your knowledge of vocabulary and a full range of grammatical features
P4 identify opinions and values and distinguish them from other information
P5 understand detailed instructions or requirements and their urgency or priority
P6 identify the register, style and purpose of text
P7 read extended text, with some reference to a dictionary
P8 draw inferences from a range of reading material which may include graphs, charts and tables
P9 relay written information informally from this language into your own

CFALANG1.5
Read extended text on a wide range of work topics

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

CFALANG1.5

Read extended text on a wide range of work topics

Additional Information

Scope/range

You can do this when reading text

1. of varying length, up to 30 pages
2. of different kinds and in a wide range of work and social situations
3. which may contain a broad vocabulary, some technical language and some complex language structures.

CFALANG1.5

Read extended text on a wide range of work topics

Skills	Reading, 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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG1.5
Read extended text on a wide range of work topics

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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 Occupation; 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

CFALANG1.5
Read extended text on a wide range of work topics

	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 Profession; Sales and Related Associate Professional; Conservation Associate Professionals; Public Service and Other Associate Professional
Suite	Languages (2013)
Key words	literacy; language; work; understand

CFALANG1.6

Read complex text on a wide range of work topics

Overview

You can understand and synthesise a wide range of materials, scan complex texts speedily to find relevant information and draw inferences from text containing implicit messages or opinions. You can deal with lengthy, complex or technical documents within your area of expertise, complicated correspondence, and literature - which you may read for enjoyment.

CFALANG1.6

Read complex text on a wide range of work topics

Performance criteria

You must be able to:

- P1 gather and summarise relevant information from a range of complex texts
- P2 skim complex text to grasp the overall meaning
- P3 scan complex text to find relevant information and extract specific details
- P4 identify opinions and values and distinguish them from other information
- P5 identify information about the urgency and priority of requirements
- P6 read extended text quickly, understanding unfamiliar words from their context
- P7 critically evaluate texts, identifying features of style, register, social references and the writer's intention
- P8 relay written information informally from this language into your own

CFALANG1.6

Read complex text on a wide range of work topics

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

CFALANG1.6

Read complex text on a wide range of work topics

Additional Information

Scope/range

You can do this when reading text

1. of any length and of different kinds
2. in most relevant work and social situations
3. which may contain complex ideas and complex and technical language.

CFALANG1.6

Read complex text on a wide range of work topics

Skills	Reading, 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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG1.6

Read complex text on a wide range of work topics

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Validity	Current
Status	Original
Originating organisation	Skills CFA
Original URN	CFALANG1.6
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 Occupation; 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

CFALANG1.6

Read complex text on a wide range of work topics

	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 Profession; Sales and Related Associate Professional; Conservation Associate Professionals; Public Service and Other Associate Professional
Suite	Languages 2013
Key words	literacy; language; work; understand

CFALANG1.7
Read complex and specialist text on all relevant work topics

Overview

You understand complex text relating to a full range of professional activities, including specialist or technical language relevant to your area of work. You are familiar with a wide range of tools and search resources. You can read complex and specialised journals, correspondence, discussion papers, policy documents and relevant trade journals. You also have the language skills to handle modern or classic literature and social networking sites.

CFALANG1.7

Read complex and specialist text on all relevant work topics

Performance criteria

You must be able to:

- P1 read and understand information, ideas and theories from complex and specialist text
- P2 skim complex and specialist text to grasp the overall meaning
- P3 scan complex and specialist text to extract full details
- P4 identify the content, tone, significance and implied meanings of text
- P5 identify and evaluate shades of meaning in writers' choice of words
- P6 identify social references and the level of formality of the text and their implications for an accurate reading of the text
- P7 process extended passages of text with ease
- P8 relay written information informally from this language into your own

CFALANG1.7

Read complex and specialist text on all relevant work topics

Knowledge and understanding

COMPLEX AND SPECIALIST

Vocabulary

You need to know and understand:

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

CFALANG1.7

Read complex and specialist text on all relevant work topics

Additional Information

Scope/range

You can do this when reading text

1. of any length, type or complexity
2. in all relevant work and social situations.

CFALANG1.7

Read complex and specialist text on all relevant work topics

Skills	Reading, 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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG1.7

Read complex and specialist text on all relevant work topics

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Originating organisation	Skills CFA
Original URN	CFALANG1.7
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 Occupation; 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

CFALANG1.7

Read complex and specialist text on all relevant work topics

	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 Profession; Sales and Related Associate Professional; Conservation Associate Professionals; Public Service and Other Associate Professional
Suite	Languages (2013)
Key words	literacy; language; work; understand

CFALANG2.1
Speak/Sign using basic language in limited, familiar work situations

Overview

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.

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CFALANG2.1

Speak/Sign using basic language in limited, familiar work situations

Performance criteria

You must be able to:

- 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

CFALANG2.1

Speak/Sign using basic language in limited, familiar work situations

Knowledge and understanding

BASIC

Vocabulary

You need to know and understand:

K1 a small number of words/signs in everyday use
K2 the most important words/signs needed for your work
K3 basic everyday connectors
K4 a small number of set phrases/signs expressing politeness
K5 days of the week, months, time; yesterday, today and tomorrow
K6 basic numerical terms

Grammatical forms

You need to know and understand:

K7 short expressions to convey a small number of verbs in the present
K8 basic positives and negatives
K9 a few common instructions
K10 a small number of questions
K11 facial expressions to convey basic emotions and ask questions (sign language only)
K12 basic compound signs (sign language only)

Cultural conventions

You need to know and understand:

K13 key non-verbal polite conventions

Reference sources

You need to know and understand:

K14 how to use reference sources to find out or check meaning or accuracy

CFALANG2.1

Speak/Sign using basic language in limited, familiar work situations

Additional Information

Scope/range

You can do this:

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

CFALANG2.1

Speak/Sign using basic language in limited, familiar work situations

Skills	Speaking, signing, communication, using reference sources
Glossary	Compound signs – A compound is a combination of two free morphemes that form a new sign/word with a different but related meaning. For example, the sign for 'PARENTS' is formed from the sign for 'MOTHER' and the sign for 'FATHER'. Morpheme – the smallest meaningful unit in the grammar of a language.
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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG2.1

Speak/Sign using basic language in limited, familiar work situations

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Version number	1
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Status	Original
Originating organisation	Skills CFA
Original URN	CFALANG2.1
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 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

CFALANG2.1

Speak/Sign using basic language in limited, familiar work situations

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

CFALANG2.2
Speak/Sign using predictable language in familiar work situations

Overview

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.

CFALANG2.2

Speak/Sign using predictable language in familiar work situations

Performance criteria

You must be able to:

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

CFALANG2.2

Speak/Sign using predictable language in familiar work situations

Knowledge and understanding

PREDICTABLE

Vocabulary

You need to know and understand:

K1 simple set phrases and common words/signs in everyday use
K2 common words/signs used in your work
K3 simple everyday connectors
K4 common set phrases expressing politeness
K5 days of the week, months, time; yesterday, today and tomorrow
K6 simple numerical terms

Grammatical forms

You need to know and understand:

K7 some common verbs
K8 simple ways to distinguish past, present and future events
K9 simple ways to make positive and negative statements
K10 facial expressions to convey emotions, descriptions, question forms and negation (sign languages only)
K11 some compound signs (sign languages only)
K12 common question structures
K13 simple ways to give an opinion
K14 simple ways to ask permission
K15 simple ways to give orders or instructions

Cultural conventions

You need to know and understand:

K16 key non-verbal polite conventions

Reference sources

You need to know and understand:

K17 how to use reference sources to find out or check meaning or accuracy

CFALANG2.2

Speak/Sign using predictable language in familiar work situations

Additional Information

Scope/range

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.

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CFALANG2.2

Speak/Sign using predictable language in familiar work situations

Skills	Speaking, signing, communication, using reference sources
Glossary	Compound signs – A compound is a combination of two free morphemes that form a new sign/word with a different but related meaning. For example, the sign for 'PARENTS' is formed from the sign for 'MOTHER' and the sign for 'FATHER'. Morpheme – the smallest meaningful unit in the grammar of a language.
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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG2.2

Speak/Sign using predictable language in familiar work situations

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Status	Original
Originating organisation	Skills CFA
Original URN	CFALANG2.2
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 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

CFALANG2.2

Speak/Sign using predictable language in familiar work situations

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

CFALANG2.3
Speak/Sign using routine language in familiar, everyday work situations

Overview

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.

CFALANG2.3

Speak/Sign using routine language in familiar, everyday work situations

Performance criteria

You must be able to:

- 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 for 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

CFALANG2.3

Speak/Sign using routine language in familiar, everyday work situations

Knowledge and understanding	ROUTINE
	Vocabulary
You need to know and understand:	K1 everyday vocabulary K2 common words/signs and set phrases used in your work K3 a range of everyday connectors K4 polite ways to express forms of address; greeting, leave-taking, mealtime conventions K5 polite ways to express feelings, agreement and disagreement K6 routine numerical terms
	Grammatical forms
You need to know and understand:	K7 the most common ways to express past, present and future K8 positive and negative statements K9 a range of common question structures/words/signs and common ways to ask questions K10 common ways to ask permission and give instructions
	Cultural conventions
You need to know and understand:	K11 key everyday non-verbal polite conventions
	Reference sources
You need to know and understand:	K12 how to use and check reference sources to find out or confirm meaning or accuracy

CFALANG2.3

Speak/Sign using routine language in familiar, everyday work situations

Additional Information

Scope/range

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.

CFALANG2.3

Speak/Sign using routine language in familiar, everyday work situations

Skills	Speaking, signing, communication, using reference sources
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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG2.3

Speak/Sign using routine language in familiar, everyday work situations

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Originating organisation	Skills CFA
Original URN	CFALANG2.3
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 Service; Health Professionals; Teaching Professionals; Legal Professionals; Business and Statistical Professionals; Architects, Town Planners and Surveyors; Public Service Professionals; Science and Engineering Technicians; Draughtpersons 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

CFALANG2.3

Speak/Sign using routine language in familiar, everyday work situations

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

CFALANG2.4
Speak/Sign using varied language in a range of work situations

Overview

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.

CFALANG2.4

Speak/Sign using varied language in a range of work situations

Performance criteria

You must be able to:

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

CFALANG2.4

Speak/Sign using varied language in a range of work situations

Knowledge and understanding

VARIED

Vocabulary

You need to know and understand:

K1 a broad general vocabulary and key work-related terms
K2 a range of ways to link phrases to help clarity and fluency
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
K5 numerical terms and ways to talk about them

Grammatical forms

You need to know and understand:

K6 how to express the present, past, future and conditional
K7 how 'can, must, could, should and would' are expressed, if applicable
K8 negatives, question forms and a range of commonly used grammatical structures
K9 how to use classifiers (sign languages only)
K10 how to ask permission and give instructions with varying formality and politeness
K11 a range of complex sentence combinations, of which some may be learned as set phrases

Cultural conventions

You need to know and understand:

K12 most common spoken/signed and non-verbal polite conventions

Reference sources

You need to know and understand:

K13 how to make effective use of relevant language reference sources

CFALANG2.4

Speak/Sign using varied language in a range of work situations

Additional Information

Scope/range

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.

CFALANG2.4

Speak/Sign using varied language in a range of work situations

Skills	Speaking, signing, communication, using reference sources
Glossary	Classifiers - handshapes which are used with signs referring to similar objects, to represent shapes, sizes, things, and location. For example, when signing 'STACK-OF-COINS', a classifier would be used with the sign for 'coin' to show that there were more than one.
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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG2.4

Speak/Sign using varied language in a range of work situations

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Validity	Current
Status	Original
Originating organisation	Skills CFA
Original URN	CFALANG2.4
Relevant occupations	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 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;

CFALANG2.4

Speak/Sign using varied language in a range of work situations

	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	Languages (2013)
Key words	speaking; signing; sign language; language; communication; work

CFALANG2.5

Speak/Sign using extended language in a wide range of work situations

Overview

You can handle most aspects of your day-to-day work, including the unpredictable. You can communicate confidently over extended periods, 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.

CFALANG2.5

Speak/Sign using extended language in a wide range of work situations

Performance criteria

You must be able to:

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

CFALANG2.5

Speak/Sign using extended language in a wide range of work situations

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

CFALANG2.5

Speak/Sign using extended language in a wide range of work situations

Additional Information

Scope/range

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.

CFALANG2.5

Speak/Sign using extended language in a wide range of work situations

Skills	Speaking, signing, communication, using reference sources
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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG2.5

Speak/Sign using extended language in a wide range of work situations

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Originating organisation	Skills CFA
Original URN	CFALANG2.5
Relevant occupations	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 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;

CFALANG2.5

Speak/Sign using extended language in a wide range of work situations

	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	Languages (2013)
Key words	speaking; signing; sign language; language; communication; work

CFALANG2.6
Speak/Sign using complex language in a wide range of work situations

Overview

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.

CFALANG2.6

Speak/Sign using complex language in a wide range of work situations

Performance criteria

You must be able to:

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

CFALANG2.6

Speak/Sign using complex language in a wide range of work situations

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

CFALANG2.6

Speak/Sign using complex language in a wide range of work situations

Additional Information

Scope/range

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.

CFALANG2.6

Speak/Sign using complex language in a wide range of work situations

Skills	Speaking, signing, communication, using reference sources
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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG2.6

Speak/Sign using complex language in a wide range of work situations

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Validity	Current
Status	Original
Originating organisation	Skills CFA
Original URN	CFALANG2.6
Relevant occupations	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 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;

CFALANG2.6

Speak/Sign using complex language in a wide range of work situations

	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	Languages (2013)
Key words	speaking; signing; sign language; language; communication; work

CFALANG2.7
Speak/Sign using complex and specialist language in all relevant work situations

Overview

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.

CFALANG2.7

Speak/Sign using complex and specialist language in all relevant work situations

Performance criteria

You must be able to:

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

CFALANG2.7

Speak/Sign using complex and specialist language in all relevant work situations

Knowledge and understanding

COMPLEX AND SPECIALIST

Vocabulary

You need to know and understand:

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

CFALANG2.7

Speak/Sign using complex and specialist language in all relevant work situations

Additional Information

Scope/range

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.

CFALANG2.7

Speak/Sign using complex and specialist language in all relevant work situations

Skills	Speaking, signing, communication, using reference sources
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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG2.7

Speak/Sign using complex and specialist language in all relevant work situations

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Originating organisation	Skills CFA
Original URN	CFALANG2.7
Relevant occupations	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 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;

CFALANG2.7

Speak/Sign using complex and specialist language in all relevant work situations

	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	Languages (2013)
Key words	speaking; signing; sign language; language; communication; work

CFALANG3.1
Write basic text on limited, familiar work situations

Overview

You can write short, basic phrases on a small number of familiar topics well enough to be understood, though there may be grammatical errors. You could state the time and place of a meeting, your wishes for accommodation or your personal likes and dislikes. Important communications will need to be checked, and you may need a template to adapt for all but the shortest messages.

CFALANG3.1

Write basic text in limited, familiar work situations

Performance criteria

You must be able to:

- P1 write short notes and e-mails or other messages
- P2 start and end short formal and informal messages politely
- P3 write a short e-mail or letter to introduce yourself
- P4 say thank you and sorry when appropriate
- P5 give basic information
- P6 ask and answer basic questions
- P7 make basic requests
- P8 say what you want, like or prefer and dislike

CFALANG3.1

Write basic text in limited, familiar work situations

Knowledge and understanding

BASIC

Vocabulary

You need to know and understand:

K1 a small number of words/signs in everyday use
K2 the most important words/signs needed for your work
K3 basic everyday connectors
K4 a small number of set phrases/signs expressing politeness
K5 days of the week, months, time, yesterday, today and tomorrow
K6 basic numerical terms

Grammatical forms

You need to know and understand:

K7 short expressions to convey a small number of verbs in the present
K8 basic positives and negatives
K9 a few common instructions
K10 a small number of questions
K11 facial expressions to convey basic emotions and ask questions (sign language only)
K12 basic compound signs (sign language only)

Cultural conventions

You need to know and understand:

K13 key non-verbal polite conventions

Reference sources

You need to know and understand:

K14 how to use reference sources to find out or check meaning or accuracy

CFALANG3.1

Write basic text in limited, familiar work situations

Additional Information

Scope/range

You can do this:

1. writing clearly enough to be understood
2. in a small number of familiar situations
3. using a limited range of basic words and key phrases.

CFALANG3.1

Write basic text in limited, familiar work situations

Skills	Writing, communication, using reference sources
Glossary	Compound signs – A compound is a combination of two free morphemes that form a new sign/word with a different but related meaning. For example, the sign for 'PARENTS' is formed from the sign for 'MOTHER' and the sign for 'FATHER'. Morpheme – the smallest meaningful unit in the grammar of a language.
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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG3.1

Write basic text in limited, familiar work situations

Developed by	Skills CFA
Version number	1
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Validity	Current
Status	Original
Originating organisation	Skills CFA
Original URN	CFALANG3.1
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

CFALANG3.1

Write basic text in limited, familiar work situations

	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	literacy; language; work; understand; communication

CFALANG3.2
Write predictable text on familiar work situations

Overview

You can write simple text to carry out familiar tasks using words and set phrases with a small number of sentences, some of which may be memorised. You write accurately when providing personal details, writing lists or completing simple forms or questionnaires. However, you will need to use a template and get text checked when accuracy is important, for example when writing short, formal messages.

CFALANG3.2

Write predictable text in familiar work situations

Performance criteria

You must be able to:

- P1 write brief formal and informal short letters, e-mails and messages, starting and ending them politely
- P2 convey thanks and apologies
- P3 ask for and provide simple information
- P4 make simple requests
- P5 give simple instructions or directions
- P6 write simple wishes, feelings/opinions, needs and preferences
- P7 write accurately when using simple, familiar words and phrases

CFALANG3.2

Write predictable text in familiar work situations

Knowledge and understanding

PREDICTABLE

Vocabulary

You need to know and understand:

K1 simple set phrases and common words/signs in everyday use
K2 common words/signs used in your work
K3 simple everyday connectors
K4 common set phrases expressing politeness
K5 days of the week, months, time; yesterday, today and tomorrow
K6 simple numerical terms

Grammatical forms

You need to know and understand:

K7 some common verbs
K8 simple ways to distinguish past, present and future events
K9 simple ways to make positive and negative statements
K10 facial expressions to convey emotions, descriptions, question forms and negation (sign languages only)
K11 some compound signs (sign languages only)
K12 common question structures
K13 simple ways to give an opinion
K14 simple ways to ask permission
K15 simple ways to give orders or instructions

Cultural conventions

You need to know and understand:

K16 key non-verbal polite conventions

Reference sources

You need to know and understand:

K17 how to use reference sources to find out or check meaning or accuracy

CFALANG3.2

Write predictable text in familiar work situations

Additional Information

Scope/range

You can do this:

1. writing clearly enough to be understood
2. in familiar situations
3. using simple language.

CFALANG3.2

Write predictable text in familiar work situations

Skills	Writing, communication, using reference sources
Glossary	Compound signs – A compound is a combination of two free morphemes that form a new sign/word with a different but related meaning. For example, the sign for 'PARENTS' is formed from the sign for 'MOTHER' and the sign for 'FATHER'. Morpheme – the smallest meaningful unit in the grammar of a language.
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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG3.2

Write predictable text in familiar work situations

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Originating organisation	Skills CFA
Original URN	CFALANG3.2
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

CFALANG3.2

Write predictable text in familiar work situations

	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	literacy; language; work; understand; communication

CFALANG3.3
Write routine text on familiar, everyday work situations

Overview

You can produce short texts, combining set phrases and familiar language. You may make some grammar and spelling errors when writing outside your range, and you will need the support of templates and reference material for formal text. You can create standard formal letters (e.g. to enquire about availability or make orders), write a brief CV and write informal e-mails.

CFALANG3.3

Write routine text in familiar, everyday work situations

Performance criteria

You must be able to:

- P1 write routine formal and informal messages, using the right form of address and starting and ending correctly
- P2 provide brief, routine descriptions or explanations
- P3 provide information about past, present or future events
- P4 make routine written enquiries, requests and invitations
- P5 write routine instructions or advice
- P6 express everyday opinions, feelings, wishes, needs and preferences
- P7 write accurately when using familiar words and language structures

CFALANG3.3

Write routine text in familiar, everyday work situations

Knowledge and understanding

ROUTINE

Vocabulary

You need to know and understand:

K1 everyday vocabulary
K2 common words/signs and set phrases used in your work
K3 a range of everyday connectors
K4 polite ways to express forms of address, greeting, leave-taking; mealtime conventions
K5 polite ways to express feelings, agreement and disagreement
K6 routine numerical terms

Grammatical forms

You need to know and understand:

K7 the most common ways to express past, present and future
K8 positive and negative statements
K9 a range of common question structures/words/signs and common ways to ask questions
K10 common ways to ask permission and give instructions

Cultural conventions

You need to know and understand:

K11 key everyday non-verbal polite conventions

Reference sources

You need to know and understand:

K12 how to use and check reference sources to find out or confirm meaning or accuracy

CFALANG3.3

Write routine text in familiar, everyday work situations

Additional Information

Scope/range

You can do this:

1. writing clearly enough to be understood
2. in everyday work and social situations
3. combining set phrases and familiar, everyday language.

CFALANG3.3

Write routine text in familiar, everyday work situations

Skills	Writing, communication, using reference sources
Links to other NOS	National Occupational Standards for Intercultural Working
External Links	Common European Framework of Reference for L anguages www.coe.int/t/dg4/linguistic/source/framework_en.pdf Please refer to the Skills CFA guidance document dated December 2012. http://www.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG3.3

Write routine text in familiar, everyday work situations

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Originating organisation	Skills CFA
Original URN	CFALANG3.3
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

CFALANG3.3

Write routine text in familiar, everyday work situations

	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	literacy; language; work; understand; communication

CFALANG3.4
Write varied text on a range of work topics

Overview

You can write text (1-3 pages) for work and social purposes on a range of topics, adapting your style for formal and informal situations. You may make some grammatical errors when writing on unfamiliar subjects, but your text is generally clear for the reader. You can produce a range of business correspondence, maintain relationships informally through e-mail correspondence, write short reports, descriptions or accounts and produce operating instructions for familiar pieces of equipment.

CFALANG3.4
Write varied text on a range of work topics

Performance criteria

You must be able to:

P1 write formal and informal messages, e-mails and letters
P2 adapt the formality of your language to suit the context and your relationship with the reader
P3 provide detailed information, descriptions or explanations
P4 write about past, present, future and possible events
P5 give detailed instructions or advice
P6 make enquiries, requests or invitations
P7 express beliefs, opinions, feelings, wishes, needs and preferences
P8 maintain fluency and accuracy when writing on familiar topics
P9 informally relay information into this language from your own

CFALANG3.4
Write varied text on a range of work topics

Knowledge and understanding

VARIED

Vocabulary

You need to know and understand:

K1 a broad general vocabulary and key work-related terms
K2 a range of ways to link phrases to help clarity and fluency
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
K5 numerical terms and ways to talk about them

Grammatical forms

You need to know and understand:

K6 how to express the present, past, future and conditional
K7 how 'can, must, could, should and would' are expressed, if applicable
K8 negatives, question forms and a range of commonly used grammatical structures
K9 how to use classifiers (sign languages only)
K10 how to ask permission and give instructions with varying formality and politeness
K11 a range of complex sentence combinations, of which some may be learned as set phrases

Cultural conventions

You need to know and understand:

K12 most common spoken/signed and non-verbal polite conventions

Reference sources

You need to know and understand:

K13 how to make effective use of relevant language reference sources

CFALANG3.4
Write varied text on a range of work topics

Additional Information

Scope/range

You can do this:

1. writing clearly and accurately enough to be easily understood
2. in a range of work and social situations
3. using a variety of expressions and sentence structures.

CFALANG3.4
Write varied text on a range of work topics

Skills	Writing, communication, using reference sources
Glossary	Classifiers - handshapes which are used with signs referring to similar objects, to represent shapes, sizes, things, and location. For example, when signing 'STACK-OF-COINS', a classifier would be used with the sign for 'coin' to show that there were more than one.
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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG3.4
Write varied text on a range of work topics

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Originating organisation	Skills CFA
Original URN	CFALANG3.4
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

CFALANG3.4
Write varied text on a range of work topics

	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	literacy; language; work; understand; communication

CFALANG3.5
Write extended text on a wide range of work topics

Overview

You can write at length and present arguments on a wide range of topics. You write appropriately for different audiences, and are mainly accurate, though your style may be a little awkward at times. You could maintain a business relationship through e-mail, provide detailed product or service information and write reports or work plans within your own area of expertise.

CFALANG3.5
Write extended text on a wide range of work topics

Performance criteria

You must be able to:

P1 produce a wide range of work-related and social correspondence
P2 present factual information, express ideas and opinions and set out supporting arguments on a range of topics
P3 make proposals and draw up plans
P4 give instructions or advice
P5 adapt your style and use technical language as appropriate to the subject matter and the context
P6 produce accurate, extended passages of text
P7 informally relay information into this language from your own

CFALANG3.5
Write extended text on a wide range of work topics

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

CFALANG3.5
Write extended text on a wide range of work topics

Additional Information

Scope/range

You can do this:

1. writing accurately, clearly and mainly fluently
2. in a wide range of work and social situations
3. using some complex language where needed.

CFALANG3.5
Write extended text on a wide range of work topics

Skills	Writing, communication, using reference sources
Links to other NOS	National Occupational Standards for Intercultural Working
External Links	Common European Framework of Reference for L anguages www.coe.int/t/dg4/linguistic/source/framework_en.pdf Please refer to the Skills CFA guidance document dated December 2012. http://www.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG3.5
Write extended text on a wide range of work topics

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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

CFALANG3.5
Write extended text on a wide range of work topics

	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	literacy; language; work; understand; communication

CFALANG3.6
Write complex text on a wide range of work topics

Overview

You can write fluently, clearly, accurately and convincingly in a range of styles, for different audiences, on complex topics. This may include complex reports and proposals within your own area of expertise, product or service information, complex advice or instructions within your area of work, and the exchange of complex business and social correspondence.

CFALANG3.6
Write complex text on a wide range of work topics

Performance criteria

You must be able to:

- P1 write for all aspects of your work within your area of expertise
- P2 present complex information, express complex ideas and opinions and write persuasively on a range of topics
- P3 draw up detailed proposals and plans, setting out benefits and disadvantages
- P4 provide complex information and advice
- P5 write idiomatically and adapt your style to suit the subject matter, context and your relationship with your reader
- P6 select vocabulary and structures to express meaning clearly and succinctly
- P7 write text of any length accurately, logically and fluently
- P8 informally relay information into this language from your own

CFALANG3.6
Write complex text on a wide range of work topics

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

CFALANG3.6
Write complex text on a wide range of work topics

Additional Information

Scope/range

You can do this:

1. writing accurately and fluently
2. in most relevant work and social situations
3. using complex language where needed.

CFALANG3.6
Write complex text on a wide range of work topics

Skills	Writing, communication, using reference sources
Links to other NOS	National Occupational Standards for Intercultural Working
External Links	Common European Framework of Reference for L anguages www.coe.int/t/dg4/linguistic/source/framework_en.pdf Please refer to the Skills CFA guidance document dated December 2012. http://www.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG3.6
Write complex text on a wide range of work topics

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Originating organisation	Skills CFA
Original URN	CFALANG3.6
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

CFALANG3.6
Write complex text on a wide range of work topics

	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	literacy; language; work; understand; communication

CFALANG3.7
Write complex and specialist text on all relevant work topics

Overview

You can write complex text to deal with a full range of professional activities. You have a comprehensive grasp of the language and can produce complex and specialised documents, reports, proposals and correspondence. You write fluently and present arguments persuasively on a full range of topics and in different styles as needed.

CFALANG3.7

Write complex and specialist text on all relevant work topics

Performance criteria

You must be able to:

- P1 write for all aspects of your work
- P2 provide complex and specialist information
- P3 debate complex arguments, theories and ideas
- P4 draw up or discuss specialist proposals and plans
- P5 provide specialist instructions or advice
- P6 produce extended passages of text which are logically constructed, coherent, completely accurate and of a standard suitable for publication
- P7 select and adapt your style of language to suit the topic and the intended reader, and to make the impact you want
- P8 convey information informally across languages

CFALANG3.7

Write complex and specialist text on all relevant work topics

Knowledge and understanding

COMPLEX AND SPECIALIST

Vocabulary

You need to know and understand:

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

CFALANG3.7

Write complex and specialist text on all relevant work topics

Additional Information

Scope/range

You can do this:

1. writing accurately and fluently
2. in all relevant work and social situations
3. using a full range of language.

CFALANG3.7

Write complex and specialist text on all relevant work topics

Skills	Writing, communication, using reference sources
Links to other NOS	National Occupational Standards for Intercultural Working
External Links	Common European Framework of Reference for L anguages www.coe.int/t/dg4/linguistic/source/framework_en.pdf Please refer to the Skills CFA guidance document dated December 2012. http://www.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG3.7

Write complex and specialist text on all relevant work topics

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Version number	1
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Validity	Current
Status	Original
Originating organisation	Skills CFA
Original URN	CFALANG3.7
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

CFALANG3.7

Write complex and specialist text on all relevant work topics

	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	literacy; language; work; understand; communication

CFALANG4.1
Understand basic spoken or signed language in limited familiar work situations

Overview

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).

CFALANG4.1

Understand basic spoken or signed language in limited familiar work situations

Performance criteria

You must be able to:

- 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

CFALANG4.1

Understand basic spoken or signed language in limited familiar work situations

Knowledge and understanding

BASIC

Vocabulary

You need to know and understand:

K1 a small number of words/signs in everyday use
K2 the most important words/signs needed for your work
K3 basic everyday connectors
K4 a small number of set phrases/signs expressing politeness
K5 days of the week, months, time; yesterday, today and tomorrow
K6 basic numerical terms

Grammatical forms

You need to know and understand:

K7 short expressions to convey a small number of verbs in the present
K8 basic positives and negatives
K9 a few common instructions
K10 a small number of questions
K11 facial expressions to convey basic emotions and ask questions (sign language only)
K12 basic compound signs (sign language only)

Cultural conventions

You need to know and understand:

K13 key non-verbal polite conventions

Reference sources

You need to know and understand:

K14 how to use reference sources to find out or check meaning or accuracy

CFALANG4.1

Understand basic spoken or signed language in limited familiar work situations

Additional Information

Scope/range

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.

CFALANG4.1

Understand basic spoken or signed language in limited familiar work situations

Skills

Comprehension

Glossary

Compound signs – A compound is a combination of two free morphemes that form a new sign/word with a different but related meaning. For example, the sign for 'PARENTS' is formed from the sign for 'MOTHER' and the sign for 'FATHER'.
Morpheme – the smallest meaningful unit in the grammar of a language.

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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG4.1

Understand basic spoken or signed language in limited familiar work situations

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Originating organisation	Skills CFA
Original URN	CFALANG4.1
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

CFALANG4.1

Understand basic spoken or signed language in limited familiar work situations

	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

CFALANG4.2
Understand predictable spoken or signed language in familiar work situations

Overview

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.

CFALANG4.2

Understand predictable spoken or signed language in familiar work situations

Performance criteria

You must be able to:

- 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

CFALANG4.2

Understand predictable spoken or signed language in familiar work situations

Knowledge and understanding

PREDICTABLE

Vocabulary

You need to know and understand:

K1 simple set phrases and common words/signs in everyday use
K2 common words/signs used in your work
K3 simple everyday connectors
K4 common set phrases expressing politeness
K5 days of the week, months, time; yesterday, today and tomorrow
K6 simple numerical terms

Grammatical forms

You need to know and understand:

K7 some common verbs
K8 simple ways to distinguish past, present and future events
K9 simple ways to make positive and negative statements
K10 facial expressions to convey emotions, descriptions, question forms and negation (sign languages only)
K11 some compound signs (sign languages only)
K12 common question structures
K13 simple ways to give an opinion
K14 simple ways to ask permission
K15 simple ways to give orders or instructions

Cultural conventions

You need to know and understand:

K16 key non-verbal polite conventions

Reference sources

You need to know and understand:

K17 how to use reference sources to find out or check meaning or accuracy

CFALANG4.2

Understand predictable spoken or signed language in familiar work situations

Additional Information

Scope/range

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.

CFALANG4.2

Understand predictable spoken or signed language in familiar work situations

Skills

Comprehension

Glossary

Compound signs – A compound is a combination of two free morphemes that form a new sign/word with a different but related meaning. For example, the sign for 'PARENTS' is formed from the sign for 'MOTHER' and the sign for 'FATHER'.
Morpheme – the smallest meaningful unit in the grammar of a language.

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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG4.2

Understand predictable spoken or signed language in familiar work situations

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Version number	1
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Originating organisation	Skills CFA
Original URN	CFALANG4.2
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

CFALANG4.2

Understand predictable spoken or signed language in familiar work situations

	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	literacy; language; work; understand; communication

CFALANG4.3
Understand routine spoken or signed language in familiar everyday work situations

Overview

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.

CFALANG4.3

Understand routine spoken or signed language in familiar everyday work situations

Performance criteria

You must be able to:

- 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

CFALANG4.3

Understand routine spoken or signed language in familiar everyday work situations

Knowledge and understanding

ROUTINE

Vocabulary

You need to know and understand:

K1 everyday vocabulary
K2 common words/signs and set phrases used in your work
K3 a range of everyday connectors
K4 polite ways to express forms of address; greeting, leave-taking, mealtime conventions
K5 polite ways to express feelings, agreement and disagreement
K6 routine numerical terms

Grammatical forms

You need to know and understand:

K7 the most common ways to express past, present and future
K8 positive and negative statements
K9 a range of common question structures/words/signs and common ways to ask questions
K10 common ways to ask permission and give instructions

Cultural conventions

You need to know and understand:

K11 key everyday non-verbal polite conventions

Reference sources

You need to know and understand:

K12 how to use and check reference sources to find out or confirm meaning or accuracy

CFALANG4.3

Understand routine spoken or signed language in familiar everyday work situations

Additional Information

Scope/range

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.

CFALANG4.3

Understand routine spoken or signed language in familiar everyday work situations

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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG4.3

Understand routine spoken or signed language in familiar everyday work situations

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Status	Original
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

CFALANG4.3

Understand routine spoken or signed language in familiar everyday work situations

	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

CFALANG4.4
Understand varied spoken or signed language in a range of familiar work situations

Overview

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.

CFALANG4.4

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

Performance criteria

You must be able to:

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

CFALANG4.4

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

Knowledge and understanding

VARIED

Vocabulary

You need to know and understand:

K1 a broad general vocabulary and key work-related terms
K2 a range of ways to link phrases to help clarity and fluency
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
K5 numerical terms and ways to talk about them

Grammatical forms

You need to know and understand:

K6 how to express the present, past, future and conditional
K7 how 'can, must, could, should and would' are expressed, if applicable
K8 negatives, question forms and a range of commonly used grammatical structures
K9 how to use classifiers (sign languages only)
K10 how to ask permission and give instructions with varying formality and politeness
K11 a range of complex sentence combinations, of which some may be learned as set phrases

Cultural conventions

You need to know and understand:

K12 most common spoken/signed and non-verbal polite conventions

Reference sources

You need to know and understand:

K13 how to make effective use of relevant language reference sources

CFALANG4.4

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

Additional Information

Scope/range

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.

CFALANG4.4

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

Skills

Comprehension

Glossary

Classifiers - hands hapes which are used with signs referring to similar objects, to represent shapes, sizes, things, and location. For example, when signing ‘STACK-C F-COINS’, a classifier would be used with the sign for ‘coin’ to show that there were more than one.

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

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CFALANG4.4

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

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Originating organisation	Skills CFA
Original URN	CFALANG4.4
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

CFALANG4.4

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

	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

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.

CFALANG4.5

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

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

CFALANG4.5

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

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

CFALANG4.5

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

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.

CFALANG4.5

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

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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG4.5

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

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Originating organisation	Skills CFA
Original URN	CFALANG4.5
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

CFALANG4.5

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

	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

CFALANG4.6
Understand complex spoken or signed language in a wide range of work situations

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.

CFALANG4.6

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

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

CFALANG4.6

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

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

CFALANG4.6

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

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.

CFALANG4.6

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

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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG4.6

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

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CFALANG4.6

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

	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

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.

CFALANG4.7

Understand complex and specialist language in all relevant work situations

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

CFALANG4.7

Understand complex and specialist language in all relevant work situations

Knowledge and understanding

COMPLEX AND SPECIALIST

Vocabulary

You need to know and understand:

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

CFALANG4.7

Understand complex and specialist language in all relevant work situations

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.

CFALANG4.7

Understand complex and specialist language in all relevant work situations

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.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Languages%20and%20Intercultural%20Working/2010/Language%20NOS%20Guidance.pdf

CFALANG4.7

Understand complex and specialist language in all relevant work situations

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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

CFALANG4.7

Understand complex and specialist language in all relevant work situations

	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