

**Unit Title:** Understand basic spoken  
(English/French/German/Italian/Russian/Japanese/Spanish/  
Mandarin Chinese) in limited familiar work situations

**Level:** Entry

**Credit value:** 2

**Guided learning hours:** 10

## Unit purpose and aim

The aim of this unit is to enable the candidate to understand basic (English/French/German/Irish/Italian/Russian/Japanese/Spanish/Mandarin Chinese) in the context of limited, familiar work situations.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p><b>The Learner will:</b></p> <p>1 Be able to understand basic social interaction</p>	<p><b>The Learner can:</b></p> <p>1.1 Recognise from carefully and clearly spoken language in specific familiar work or social situations:</p> <p>a. greetings b. introductions c. leave taking d. thanks e. apologies</p> <p>1.2 Recognise key spoken and non-verbal polite conventions</p>	<p><b>The Learner will understand and recognise:</b></p> <ul style="list-style-type: none"> <li>• K1 A small number of words in everyday use</li> <li>• K2 The most important words needed in the workplace</li> <li>• K3 Basic everyday connectors (eg 'and' 'but')</li> <li>• K4 A small number of set phrases expressing politeness (eg please, thank you, introductions, forms of address, greeting, leave-taking)</li> </ul>
<p>2 Be able to understand basic spoken communication in familiar situations</p>	<p>2.1 Follow basic messages:</p> <p>a. questions b. specific details c. short instructions or directions d. requests e. wishes f. likes, dislikes or preferences</p>	<ul style="list-style-type: none"> <li>• K5 Days of the week, months, time, yesterday, today and tomorrow</li> <li>• K6 Basic numerical terms (eg can use 1-20 and understand 1-60)</li> <li>• K7 Short expressions to convey a small number of verbs in present – I'd like/I want I/you like/prefer: I/you have It's... (eg hot/broken). A few other common verbs</li> </ul>

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
3 Be able to understand a range of simple vocabulary	3.1 Recognise: <ol style="list-style-type: none"> <li>basic words in everyday use</li> <li>key vocabulary for work</li> <li>basic connectors (and, but)</li> <li>basic set phrases expressing politeness</li> <li>basic expressions of time</li> <li>basic numerical data (1-60)</li> </ol>	<ul style="list-style-type: none"> <li>K8 Basic negatives (eg I don't like I'm not going)</li> <li>K9 A few common instructions (eg Turn right! Stop!)</li> <li>K10 A small number of questions (eg What is your name? How much? Are you...? Can I...? Can you...? When?)</li> </ul>
4 Be able to understand a range of basic grammatical forms	4.1 Recognise: <ol style="list-style-type: none"> <li>common verbs in the present</li> <li>basic negatives</li> <li>basic instructions</li> <li>specific basic questions</li> </ol>	<ul style="list-style-type: none"> <li>K11 Key non-verbal polite Conventions (greeting, spatial distance, touch, eye contact)</li> </ul>
5 Be able to use reference sources	5.1 Use reference sources to find out or confirm meaning of words in basic speech	<ul style="list-style-type: none"> <li>K12 How to use reference sources to find out or check meaning or accuracy (eg glossaries dictionaries, phrase books basic on-line resources)</li> </ul>

## Guidance on assessment and evidence requirements

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### Assessment of performance

Qualifications based on The UK Occupational Language Standards accredit candidates' ability to use their language skills for work. Assessment should therefore focus on the practical language skills and language knowledge they need to be able to carry out their work effectively. Assessment may take place through:

- direct observation of the candidate
- scrutiny of recorded or written material.

It may also be appropriate for **part** of the assessment to include witness testimony from others who either have the language skills to testify or who have seen the outcome of the candidate's language skills. Knowledge of grammar and vocabulary should mainly be assessed through practical use. However, a small amount of additional testing may be appropriate to ensure knowledge is secure.

## **Simulation**

### **In the workplace**

Candidates may be working in environments which require confidentiality, or where the language assessed is not being used on a regular basis. Assessors may be language trainers not based in the workplace. It may therefore not be possible to assess candidates' competence through normal working practice. In these situations, assessment in a simulated environment is acceptable.

### **In the classroom**

Language can occur naturally even though the environment may be simulated (e.g. set up by a trainer in the classroom). Simulations must be aligned to the potential or actual workplace environment. This will include social situations.

### **Meeting individual needs**

- It is important that where assessment is not taking place at work, simulations are relevant to the needs of the candidates, and their reason for learning the language.
- The four skills are assessed individually (though they may be linked), to allow candidates to achieve in different skills at different levels, or to take some skills and not others.
- Candidates with learning difficulties and/or disabilities are positively encouraged to make use of qualifications based on the UK Occupational Language Standards. Assessors will need to be flexible in their approach to assessment methods, to suit individual circumstances.
- Some candidates may be unable to follow/recognise all cultural conventions because of a disability. In these cases, a common sense approach is needed, and a discussion with the awarding body if in doubt.
- Building a portfolio allows candidates to take assessments when they are ready, and candidates will need different levels of support in order to reach the level.
- The key question for the assessor should always be:

**Would the candidate be able to use the language successfully in the workplace at the level required?**

### **Minimum evidence requirements**

Learning outcomes and assessment criteria for the NVQ units are based on the 2010 UK Occupational Language Standards performance criteria and Knowledge criteria. The UK Occupational Language Standards provide useful additional guidance, and should be used in conjunction with the qualification units.

## **All assessment criteria must be fully met.**

In practice, this means that all will have been fully covered at least once, and many much more, in order to cover an adequate range of use. Where assessment takes place through simulated assignments, it is good practice (and more efficient) for the skills to be linked together, as they might be in the workplace. A single situation might give rise to a number of linked tasks.

- **All** evidence for assessment criteria relating the performance criteria of the UKOLS must be gathered through the relevant skill for that unit (Understand, Speak/Sign, Read or Write).

**At least one** example for each of the Assessment criteria relating to vocabulary and grammatical forms must be gathered through the relevant skill. However, as these derive from the Knowledge section of the UKOLS, which is common to all four skills, further examples may be gathered across other skills and, if appropriate, through questioning or testing.

## **Understanding spoken language/Receptive skills**

- Evidence must be drawn from listening to a range of voices / watching a number of different sign language users in a range of situations.
- Providing assessment opportunities to cover an adequate range is likely to involve use of video/audio recordings.
- Candidates must, however, have the opportunity to experience language “live” (i.e. not only from recordings), and with opportunities for interaction. Some of this may be by telephone or video link.
- Note that understanding of polite/cultural conventions is also included: what is it important to know and understand, to do and to avoid? Some evidence for this may need to be obtained through questioning.
- For spoken languages, use of the telephone should be included from level 2 (and may be included before).

You should refer to the '*Admin Guide: Vocational Qualifications (A850)*' for *Notes on Preventing Computer-Assisted Malpractice*.