

Unit Title: Speak (English/French/German/Italian/Spanish/Mandarin Chinese) using varied language in a range of work situations

Level: 3

Credit value: 8

Guided learning hours: 38

Unit purpose and aim

The aim of this unit is to enable the candidate to speak varied (English/French/German/Irish/Italian/Spanish/Mandarin Chinese) in the context of a range of work situations.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>The Learner will:</p> <p>1 Be able to maintain social contact with a speaker of (.....)</p>	<p>The Learner can:</p> <p>1.1 Use appropriate phrases for:</p> <ul style="list-style-type: none"> a. initiating a conversation b. thanking c. apologising d. leave taking <p>1.2 Adapt style of language for formal and informal situations</p> <p>1.3 Use a range of spoken and non verbal cultural conventions</p> <p>1.4 Use strategies to keep a conversation going:</p> <ul style="list-style-type: none"> a. show whether he/she is following a conversation b. ask for repetition or clarification c. ask for time to think 	<p>The learner knows and can use the following</p> <ul style="list-style-type: none"> • K1 A broad general vocabulary and key work-related terms • K2 A range of ways to link ideas and help clarity and fluency such as <ul style="list-style-type: none"> - connectors (conjunctions - eg 'although' 'as long as', adverbs eg 'however' and - enumerators eg 'firstly' - Pronouns • K3 A range of different forms of address, greeting, leave-taking and other polite conventions to suit different occasions and degrees of formality

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>2 Use varied language to communicate in a range of social and work-related situations</p>	<p>2.1 Adapt a range of expressions and grammatical structures to express:</p> <ul style="list-style-type: none"> a. information about events <ul style="list-style-type: none"> • in the past • in the present • in the future b. advice or suggestions c. instructions d. requests e. enquiries f. a range of feelings g. opinions or beliefs <p>2.2 Relay information from his/her own language into (.....)</p> <p>2.3 Maintain accuracy and fluency in familiar situations</p> <p>2.4 Use accurate pronunciation and intonation</p>	<ul style="list-style-type: none"> • K4 Ways to express feeling (eg wishes, gratitude, regret, apology, annoyance) • K5 Numerical terms (eg all numbers, fractions, statistics) and ways to talk about them • K6 How to express the present past, future and conditional eg 'I would go...') • K7 How 'can, must, could, should and would' are expressed in the language • K8 Negatives, question forms and a range of commonly used grammatical structures
<p>3 Be able to use a broad range of vocabulary</p>	<p>3.1 Use:</p> <ul style="list-style-type: none"> a. a broad general vocabulary b. key work-related terms c. connectors (conjunctions, adverbs, enumerators) d. pronouns f. expressions to identify or discuss numerical data (fractions, statistics, all numbers) 	<ul style="list-style-type: none"> • K9 How to ask permission and give instructions with varying formality and politeness • K10 A range of complex sentence combinations, of which some may be learned as set phrases
<p>4 Be able to use a range of grammatical forms</p>	<p>4.1 Use major verb forms, positive and negative, to express:</p> <ul style="list-style-type: none"> a. present b. past c. future d. conditional <p>4.2 Express modal verbs (can, must, want, should)</p> <p>4.3 Use standard question forms</p>	<ul style="list-style-type: none"> • K11 Most common spoken and non verbal polite conventions (gestures spatial distance, touch, eye contact)

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
5 Be able to use reference sources	5.1 Use language reference sources effectively to clarify and confirm meaning of words in varied speech	<ul style="list-style-type: none"> • K12 How to make effective use of relevant language reference sources (eg dictionaries thesauruses, grammar books on-line resources)

Guidance on assessment and evidence requirements

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

Speaking/Productive skills

- Evidence must be drawn from communication in a range of situations, work and social.
- Face to face and interactive situations must be included (this will allow collection of evidence for Understanding as well).
- For spoken languages, use of the telephone should be included from level 2 (and may be included before).

- Recorded evidence is intended as a sample of the candidate's work (not the only speaking/signing they do) and the length will vary according to the speed and confidence of the candidate's delivery and the length of others' contributions. As a very rough guide, recorded material might last four minutes at Entry level; seven at level 1; ten at level 2; twenty at level 3; thirty at level 4 and forty five at level 6. **However, it is far more important that the assessment criteria have been fully met.**

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