

Unit Title: Understand varied spoken
(English/French/German/Irish/Italian/Spanish/Mandarin Chinese) 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 understand 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 understand social interaction</p>	<p>The Learner can:</p> <p>1.1 Recognise from conversations and discussions delivered clearly and at normal speed on a range of topics in different social and work situations:</p> <ul style="list-style-type: none"> a. introductions b. greetings c. thanks d. apologies e. leave-taking <p>1.2 Recognise most common variations in pronunciation</p> <p>1.3 Distinguish between formal and informal language</p> <p>1.4 Follow everyday spoken and non verbal polite conventions</p>	<p>The Learner can understand and recognise:</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 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 Be able to understand spoken communication in a range of familiar work and social situations</p>	<p>2.1 Follow from language containing varied vocabulary and sentence structures:</p> <ul style="list-style-type: none"> a. questions or enquiries b. requests c. needs d. feelings e. humour f. the general meaning of talks or discussions g. specific details from everyday accounts h. instructions or advice – recognising their urgency or priority <p>2.2 Distinguish opinions from facts</p> <p>2.3 Recognise the time-frame of spoken accounts – whether past, present, future or conditional</p> <p>2.4 Relay information from (.....) into his/her own language</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 understand a broad range of vocabulary</p>	<p>3.1 Recognise:</p> <ul style="list-style-type: none"> a. a broad general vocabulary b. key work-related terms c. connectors (conjunctions, adverbs, enumerators) d. terms for discussing 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
<p>4 Be able to understand a range of grammatical forms</p>	<p>4.1 Recognise:</p> <ul style="list-style-type: none"> a. major verb forms (present, past, future, conditional) b. negatives c. formal and informal ways of expressing permission and obligation d. standard question forms 	<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.

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*.