

Unit Title: Understand routine spoken
(English/French/German/Italian/Spanish/Mandarin Chinese)
in familiar everyday work situations

Level: 2

Credit value: 5

Guided learning hours: 25

Unit purpose and aim

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

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>The Learner will:</p> <p>1 Be able to understand routine social and work-related interaction</p>	<p>The Learner can:</p> <p>1.1 Recognise routine:</p> <ul style="list-style-type: none"> a. greetings b. introductions c. leave taking d. thanks e. apologies <p>1.2 Recognise key variations in pronunciation</p> <p>1.3 Follow key spoken and non verbal polite conventions</p>	<p>Learner will understand and recognise the following:</p> <ul style="list-style-type: none"> • K1. Everyday vocabulary • K2. Common words and set phrases used in the workplace • K3. A range of everyday connectors (eg 'and', but, then, because, so)
<p>2 Be able to follow spoken communication in a range of familiar work situations</p>	<p>2.1 Follow from common everyday language spoken clearly and in familiar situations:</p> <ul style="list-style-type: none"> a. questions on everyday matters b. the overall theme of conversations, descriptions or accounts c. key facts and details d. instructions or directions – recognising their urgency or priority e. requests 	<ul style="list-style-type: none"> • K4. Polite ways to express: <ul style="list-style-type: none"> - forms of address, greeting, leave-taking; - mealtime conventions - feelings (wishes, gratitude, regret apology) - agreement and disagreement

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	f. everyday feelings <ul style="list-style-type: none"> • needs • preferences • opinions 2.2 Recognise the time-frame of accounts – whether past, present or future	
3 Be able to understand a range of everyday vocabulary	3.1 Recognise: <ol style="list-style-type: none"> a. everyday vocabulary b. key work terms c. everyday connectors d. everyday ways of expressing feelings e. routine expressions of time and number (dates, quantities, all numbers) 	<ul style="list-style-type: none"> • K5. Routine numerical terms (eg all numbers, time dates, quantity) • K6. The most common ways to express past, present and future • K7. Positive and negative statements
4 Be able to understand a range of everyday grammatical forms	4.1 Recognise the meaning of everyday grammatical forms <ol style="list-style-type: none"> a. everyday verbs (past, present, future) b. common ways of expressing positive and negative c. common question words and ways of formulating questions d. common ways of giving instructions e. common ways of asking permission 	<ul style="list-style-type: none"> • K8. All common question words and common ways to ask questions • K9. Common ways to ask permission ('can', 'must') • K10. Key everyday non-verbal polite conventions (greeting, spatial distance, touch, eye-contact)
5 Be able to use reference sources	5.1 Use reference sources to find out or confirm meaning of words in routine speech	<ul style="list-style-type: none"> • K11. How to use and check reference sources to find out or confirm meaning or accuracy (eg glossaries, phrasebooks, dictionaries, verb tables, simple 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*.