

Appendix

GENERAL STANDARDS OF ENGLISH FOR OCCUPATIONS

STANDARD 1 : UNDERSTANDING AND INTERPRETING SPOKEN AND WRITTEN LANGUAGE ON A WORK TOPIC

1.1 Using listening skills at basic/ intermediate/ advanced levels

Basic Benchmark	Intermediate Benchmark	Advanced Benchmark
(1) Understand basic courtesy formulas (greetings, welcoming, introductions, etc.)	(1) Understand key information/ specific details in simple spoken texts (announcements, conversations, meetings, etc.)	(1) Understand stated and specified details in discourse containing expression of and response to formal welcomes, farewells, toasts, congratulations on achievement and awards, sympathy and condolences
(2) Understand basic expressions used to attract attention; request and offer assistance; express warnings and cautions; grant permission and give advice, etc.	(2) Understand factual details and inferred meanings in conversation, discussions and presentations	(2) Understand factual details and inferred meanings in persuasive oral texts, reports or forecasts
(3) Understand key information in small talk/ short phone calls (numbers, letters, places, keywords, time references, etc.)	(3) Understand factual details and inferred meanings in a variety of media related to work	(3) Comprehend an extended oral exchange between several speakers: identify main ideas, bias and statements of fact and opinion from each speaker
(4) Understand simple questions, explanations, simple instructions, positive and negative commands, requests, suggestions, advice, compliments, complaints and orders	(4) Understand sets of instructions related to technical and non-technical tasks	
	(5) Understand attitudes, emotions, irony, sarcasm, humor and intentions of speakers in social/ business transactions	
	(6) Understand different accents	
(5) Understand brief descriptions (people, objects, work, daily routine, situations, events, etc.)	(7) Identify problems in communication	

1.2 Using reading skills at basic/ intermediate/ advanced levels

Basic Benchmark	Intermediate Benchmark	Advanced Benchmark
<p>(1) Get key information from personal notes, e-mail messages and letters</p> <p>(2) Get key information from short business brochures, notices, letters and flyers</p> <p>(3) Follow short, common written instructions/ directions</p> <p>(4) Understand basic common forms (signs, labels, schedules and simplified maps)</p> <p>(5) Read aloud with acceptable pronunciation and intonation</p> <p>(6) Understand tables, graphs, diagrams, flow charts and time lines</p>	<p>(1) Identify factual details in moderately complex notes, e-mail messages, letters and announcements</p> <p>(2) Identify factual details and inferred meanings in moderately complex texts or reports on a familiar topic</p> <p>(3) Understand and follow moderately complex written instructions</p>	<p>(1) Follow formal instructions of advisory, instructional texts, and instructions for a familiar process or procedure that requires integration of several pieces of information.</p> <p>(2) Understand factual details and inferred meanings in articles, research papers and manuals</p> <p>(3) Infer attitudes, emotions, intentions and motivations and draw conclusions from letters, memos or notes, e-mail, etc.</p>

STANDARD 2 : USING SPOKEN AND WRITTEN ENGLISH TO PARTICIPATE IN WORK INTERACTION

2.1 Using spoken English at basic/ intermediate/ advanced levels

Basic Benchmark	Intermediate Benchmark	Advanced Benchmark
(1) Use and respond to basic courtesy formulas (greetings, welcoming, introductions, etc.)	(1) Express and respond to opinions, advice, appreciation, complaints, emergency, gratitude, disappointment, satisfaction, dissatisfaction, hopes, warnings and permission	(1) Express doubts and concerns; oppose or support a stand or a proposed solution
(2) Ask and respond to simple questions, explanations, requests, opinions, suggestions and advice	(2) Provide descriptions, instructions, processes, opinions, explanations dealing with daily actions and routines (technical and non-technical)	(2) Provide detailed or complex information on issues related to work
(3) Give simple introductions, directions, confirmations, apologies, opinions, suggestions, advice, cautions, warnings and compliments	(3) Carry on a brief phone conversation in a professional manner	(3) Participate actively in formal meetings, interviews, or seminars
(4) Give basic descriptions (people, objects, work, daily routine, situations, etc.)	(4) Participate in an informal conversation	(4) Give demonstrations, briefings, reports, seminars, presentations to describe and explain a complex structure, system or process
(5) Use basic words and expressions related to work with acceptable pronunciation	(5) Participate in formal conversations/ small group discussions/ meetings; express opinions and feelings; qualify opinion; express reservations, approval and disapproval; solve problems; make decisions, etc.	(5) Contribute to a debate, case study discussion in an academic/ workplace context
(6) Handle basic phone situations and standard replies	(6) Speak with a considerable fluency and accuracy in pronunciation patterns	(6) Negotiate effectively
	(7) Give presentations/ demonstrations to small groups	(7) Mediate a conflict/ dispute between others fluently
		(8) Speak fluently with clear pronunciation patterns

2.2 Using written English at basic/ intermediate/ advanced levels

Basic Benchmark	Intermediate Benchmark	Advanced Benchmark
<p>(1) Copy letters/ words/ phrases to record short information</p> <p>(2) Write key words related to work</p> <p>(3) Fill simple forms</p> <p>(4) Write short notes (e.g. orders, messages, reminders, announcements)</p> <p>(5) Write simple instructions, short social messages</p>	<p>(1) Write a social message in a formal short letter, or through e-mail, expressing and responding to appreciation, acknowledgment, satisfaction, dissatisfaction, hopes, congratulations and condolences</p> <p>(2) Take notes from phone conversations, voice - mail messages or pre-recorded information</p> <p>(3) Take notes from an oral presentation or written information</p> <p>(4) Fill out moderately complex forms</p> <p>(5) Write business messages: notes, memoranda, letters of request, letters of recommendation, minutes of a meeting or work record log entries</p> <p>(6) Write a summary report or a report on work related topic</p> <p>(7) Write press, news, media releases and public relations materials</p>	<p>(1) Write a paper or report to describe phenomena or processes; pose a problem and present arguments for a solution</p> <p>(2) Write formal business reports, summaries, requests for proposals and formal proposals</p>

**STANDARD 3 : USING AN APPROPRIATE LANGUAGE VARIETY AND REGISTER ACCORDING
TO AUDIENCE, PURPOSE, SETTING, AND CULTURE**

Basic/ Intermediate/ Advanced Benchmark Indicators:

- (1) Use an appropriate degree of formality with different audiences, settings, and cultures
- (2) Use a variety of writing styles appropriate for different audiences, purposes, settings, and cultures
- (3) Respond to and use idioms appropriately
- (4) Determine appropriate topics for interaction
- (5) Respond to and use humor appropriately

**STANDARD 4 : UNDERSTANDING AND USING NONVERBAL COMMUNICATION
APPROPRIATE TO AUDIENCE, PURPOSE, SETTING, AND CULTURE**

Basic/ Intermediate/ Advanced Benchmark Indicators:

- (1) Interpret and respond appropriately to nonverbal cues and body language
- (2) Demonstrate knowledge of acceptable nonverbal work behaviors
- (3) Use acceptable tone, volume, stress, and intonation in various social settings
- (4) Recognize and adjust behavior in response to nonverbal cues (e.g. incomprehension)
- (5) Encourage conversation (e.g., eye contact, smiling)