

# Standards of English for Nurses

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

1.1 Using listening skills at an <u>intermediate</u> level	1.2 Using reading skills at an <u>intermediate</u> level
<p><b><u>Benchmark Indicators:</u></b></p> <ol style="list-style-type: none"> <li>(1) Understand verbal details of social exchanges e.g. greetings, leave-taking, introductions</li> <li>(2) Identify patients' expressions used to attract attention; request assistance; appeal for repetition and clarification, and express complaints</li> <li>(3) Understand and follow instructions, requests, orders and suggestions in a work situation</li> <li>(4) Recognize key words and expressions related to work in dialogues and meetings</li> <li>(5) Understand specific detailed information in moderately complex work-related dialogues, reports, presentations and meetings</li> <li>(6) Follow formal advice, instructions, directions, recommendations and warnings on work-related processes and procedures</li> <li>(7) Understand phone or voice-mail messages on familiar topics related to work</li> <li>(8) Identify attitudes, emotions and intentions of patients and colleagues</li> <li>(9) Understand different accents</li> </ol>	<p><b><u>Benchmark Indicators:</u></b></p> <ol style="list-style-type: none"> <li>(1) Understand factual details in moderately complex notes, e-mail messages, letters</li> <li>(2) Understand specific details and inferred meanings in moderately complex medical texts</li> <li>(3) Locate and integrate information from several pieces of information from technical and non-technical texts</li> <li>(4) Understand moderately complex tables, graphs, diagrams and flow charts</li> <li>(5) Understand key words and expressions in written instructions, manuals and medical forms</li> </ol>

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

2.1 Using spoken English at an <u>intermediate level</u>	2.2 Using written English at an <u>intermediate level</u>
<p><b><u>Benchmark Indicators:</u></b></p> <ul style="list-style-type: none"> <li>(1) Use and respond to verbal details of social exchanges, e.g. greetings, leave-taking, introductions</li> <li>(2) Ask and respond to patients or colleagues' questions, requests, opinions, compliments, and complaints related to work topics</li> <li>(3) Give patients directions, instructions, suggestions, compliments, apologies, and warnings</li> <li>(4) Describe, explain and provide detailed medical information to patients/colleagues</li> <li>(5) Use appropriate expressions to attract attention, offer comfort and assistance, deal with problems and emergency situations</li> <li>(6) Participate in small talk with patients/colleagues</li> <li>(7) Carry on a phone conversation with patients/colleagues on health-related topics</li> <li>(8) Speak with considerable fluency and accuracy in pronunciation patterns</li> </ul>	<p><b><u>Benchmark Indicators:</u></b></p> <ul style="list-style-type: none"> <li>(1) Write short messages, e.g. notes, e-mail, reminders, on work-related topics</li> <li>(2) Write brief information/ short entries on patient care in card files, e.g. temperature, weight</li> <li>(3) Fill out various forms and documents on work-related matters, e.g. order forms, transfer</li> <li>(4) Record /write brief reports on daily/weekly work routines</li> <li>(5) Take notes on key information related to work from phone and face-to-face conversations</li> </ul>

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

**Advanced Benchmark Indicators:**

- (1) Use appropriate language register to interact with patients/colleagues
- (2) Respond appropriately to compliments, complaints, criticism, conflicts, etc.
- (3) Use polite language to interact with patients especially for comforting, sympathy, condolences and in emergency situations
- (4) Use and respond to expressions of respect, friendliness and support
- (5) Respond to and use humor appropriately

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

**Advanced Benchmark Indicators:**

- (1) Understand different body language expressions in different cultures
- (2) Recognize attitudes and emotions of patients' nonverbal gestures
- (3) Interact with patients using gestures, facial and body language appropriate to patients' cultures, e.g. appropriate space, eye contact, smiling, laughing, silence