

National Occupational Standards

MEP/N9993 : Use Basic English for Employability - Variant III

Description

This unit is about using basic English language sentences, expressions and text to meet communication needs, including for direct customer interface

Scope

This unit/ task covers the following:

Elements and Performance Criteria

Listen

To be competent, the user/individual on the job must be able to:

- PC1.** follow English phrases and expressions related to areas of personal, social and professional domains provided speech is clearly articulated
- PC2.** follow the general outline of a demonstration or presentation on a familiar or predictable topic, where the message is expressed in simple English language and there is visual support (e.g. slides, handouts)
- PC3.** follow and correctly interpret instructions delivered in English, addressed to him/her and follow short, simple directions
- PC4.** interpret correctly, when someone tells him/her in English, where something is, provided the object is in the immediate environment
- PC5.** follow questions in English, on basic themes addressed to him/her, though the questions may need to be repeated

Speak

To be competent, the user/individual on the job must be able to:

- PC6.** converse with others including with customers, in English, on basic everyday themes, in limited, familiar contexts, with factual information
- PC7.** ask and respond to basic direct questions in English, in an interview, spoken clearly in direct non-idiomatic speech about personal details
- PC8.** describe him/herself (e.g. interests, likes and dislikes, goals and desires) in English, using simple, rehearsed sentences
- PC9.** read-out basic, short rehearsed texts or statements of English accurately, with short pauses
- PC10.** speak over the phone in English, in an audible manner, using appropriate greetings, opening and closing statements
- PC11.** speak in public places using a tone, pitch and manner that is socially appropriate
- PC12.** read and understand routine information and instructions in English, and the basic meaning of non-routine information only in a familiar area and re-reading as required
- PC13.** read short, simple English texts on familiar matters which consist of high frequency, every day or job-related language
- PC14.** read very basic formal English emails and letters and correctly interpret them (e.g. information being provided or asked for, confirmation of transactions, etc.)

National Occupational Standards

PC15. read and correctly interpret simple, brief instructions provided that they are illustrated and not written in continuous text

Write

To be competent, the user/individual on the job must be able to:

PC16. write short, basic messages and take notes on areas of immediate priority and can complete forms and necessary paperwork, in English

PC17. write basic letters in English, with accuracy to communicate the main message and specific details

PC18. write email in English, using professional protocols and following email etiquette

PC19. write information or descriptive text in short paragraphs, in English, accurately and in a logical flow

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. importance and components of appropriate communication protocols in professional settings

KU2. use of appropriate, professionally acceptable words and phrases, when interacting with others as per organisation hierarchy and protocol

KU3. importance of filling personal details on various forms accurately

KU4. English numbers from one to hundred in words

KU5. singular and plural forms of nouns

KU6. types, use, and importance of tenses

KU7. types, uses and impact of direct and indirect speech

KU8. 1. common words used in everyday and familiar contexts and select basic themesa. Basic Themes: Greetings, Introductions, Professions, Time and Calendar, Weather and Seasons, Clothes, Food, Everyday Objects, Transport, Directions, Colours, Hobbies, Feelings and Emotions, Planning, Entertainment, Festivals, Sports, talking on the Telephone, Etiquette in Public Places, Likes and Dislikes, Talking about the Past, Hygiene and Cleanliness, Environment, Technologyb. Limited Familiar contexts: Family and Friends, Home and Neighbourhood, Market, Workplace, Travel, Study, Interviews

KU9. commonly used pronouns, verbs, adverbs, adjectives and comparative adjectives

KU10. how to create questions using question tags

KU11. use and examples of conjunctions, modal verbs

KU12. common prepositions and their correct use

KU13. articles (a/an/the) and their correct use

KU14. greetings, opening and closing remarks in English, commonly used over the telephone

KU15. communication etiquette in public places and its importance

KU16. structure and key elements of a basic personal and business letter

KU17. importance of logical flow while writing a letter

KU18. email etiquette and its importance

KU19. common interview questions, their purpose and likely responses

National Occupational Standards

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write simple phrases and short sentences in English
- GS2.** write short paragraphs
- GS3.** prepare a basic format of a formal letter
- GS4.** read basic English language phrases, simple sentences and short texts
- GS5.** use phonics to predict pronunciation of everyday, simple, common English words
- GS6.** state personal details in English accurately
- GS7.** use words in the correct order to construct simple sentences
- GS8.** speak in a respectable pitch and tone
- GS9.** use effective listening skills speak over the phone in an audible manner with the correct pitch

National Occupational Standards

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Listen</i>	4	20	-	-
PC1. follow English phrases and expressions related to areas of personal, social and professional domains provided speech is clearly articulated	-	4	-	-
PC2. follow the general outline of a demonstration or presentation on a familiar or predictable topic, where the message is expressed in simple English language and there is visual support (e.g. slides, handouts)	2	4	-	-
PC3. follow and correctly interpret instructions delivered in English, addressed to him/her and follow short, simple directions	-	4	-	-
PC4. interpret correctly, when someone tells him/her in English, where something is, provided the object is in the immediate environment	-	4	-	-
PC5. follow questions in English, on basic themes addressed to him/her, though the questions may need to be repeated	2	4	-	-
<i>Speak</i>	8	48	-	-
PC6. converse with others including with customers, in English, on basic everyday themes, in limited, familiar contexts, with factual information	2	4	-	-
PC7. ask and respond to basic direct questions in English, in an interview, spoken clearly in direct non-idiomatic speech about personal details	2	4	-	-
PC8. describe him/herself (e.g. interests, likes and dislikes, goals and desires) in English, using simple, rehearsed sentences	2	5	-	-
PC9. read-out basic, short rehearsed texts or statements of English accurately, with short pauses	-	5	-	-

National Occupational Standards

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. speak over the phone in English, in an audible manner, using appropriate greetings, opening and closing statements	-	5	-	-
PC11. speak in public places using a tone, pitch and manner that is socially appropriate	-	5	-	-
PC12. read and understand routine information and instructions in English, and the basic meaning of non-routine information only in a familiar area and re-reading as required	-	5	-	-
PC13. read short, simple English texts on familiar matters which consist of high frequency, every day or job-related language	-	5	-	-
PC14. read very basic formal English emails and letters and correctly interpret them (e.g. information being provided or asked for, confirmation of transactions, etc.)	-	5	-	-
PC15. read and correctly interpret simple, brief instructions provided that they are illustrated and not written in continuous text	2	5	-	-
<i>Write</i>	4	16	-	-
PC16. write short, basic messages and take notes on areas of immediate priority and can complete forms and necessary paperwork, in English	-	4	-	-
PC17. write basic letters in English, with accuracy to communicate the main message and specific details	2	4	-	-
PC18. write email in English, using professional protocols and following email etiquette	2	4	-	-
PC19. write information or descriptive text in short paragraphs, in English, accurately and in a logical flow	-	4	-	-
NOS Total	16	84	-	-

National Occupational Standards

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N9993
NOS Name	Use Basic English for Employability - Variant III
Sector	Management
Sub-Sector	Professional Skills
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	09/04/2018
Next Review Date	22/09/2025
NSQC Clearance Date	22/09/2020