Open Awards
Qualification Unit

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1 Unit Details

Unit Title:	Understand Routine Spoken English in Familiar Everyday Work Situations
Unit Reference Number:	H/506/3451
Level:	Level 2
Credit Value:	5
Minimum GLH:	25

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):

1. Be able to understand routine social and work-related interaction	1.1 Recognise routine:
	   a) Greetings
	   b) Introductions
	   c) Leave taking
	   d) Thanks
	   e) Apologies

	1.2 Recognise key variations in pronunciation
	1.3 Follow key spoken and non verbal polite conventions

2.	Be able to follow spoken communication in a range of familiar work situations	2.1	Follow from common everyday language spoken clearly and in familiar situations:
			   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
			   f) Everyday:
			     - feelings
			     - 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:
			   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)

4.	Be able to understand a range of everyday grammatical forms	4.1	Recognise the meaning of everyday grammatical forms
			   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

5.	Be able to use reference sources	5.1	Use reference sources to find out or confirm meaning of words in routine speech