

# PROFICIENCY LEVELS ON THE JOB

## ADVANCED LOW

**Communication skills:** Employees are comfortable with a range of tasks, like scheduling appointments, problem-solving, answering account questions, training, teaching and caring for others.

Employees can:

communicate in paragraph length texts with various types of sentences about work, activities, interests, and current events.

- understood by all listeners.
- can understand the main ideas and some supporting details from news stories, explanations and instructions.

## INTERMEDIATE

**Communication skills:** Employees can probably understand and answer routine questions, for instance, about opening hours or costs of items.

Employees can:

- communicate using original simple sentences and ask questions about basic personal matters such as daily activities, preference, family, and needs.
- be understood by patient listeners, but might require clarification or repetitions.
- understand some ideas from simple, sentence-length speech or texts about basic personal and social context.

## NOVICE (No seal or award)

**Communication skills:** Employees can say and understand basics about very familiar everyday situations such as greeting and thanking customers.

Employees can:

- single words and memorized phrases in very predictable situations.
- sometimes be understood by patient listeners.
- can understand some words in very familiar contexts.
- need a lot of help such as gestures and pictures to understand a message.

<https://www.actfl.org/educator-resources/actfl-proficiency-guidelines?resources=view>

INCLUDE A LINK TO THIS?

