

Asset Languages: Languages for the World of Work: specification Intermediate



The following should be used as guidance on the content of Asset Languages Intermediate External Assessment and Teacher Assessment materials. Asset Languages for the World of Work tests focus on language taught and used within a general work context. The following shows how the functions listed in the general specifications can be used in the assessments. This list is not exhaustive but is designed to give an indication of the test content.

Learners should also be familiar with the functions and examples given in the Intermediate specifications.

Function	Example situations where functions might be used in the Applied context	Example key vocabulary and structures	Example language
taking part in social situations, e.g. greeting / responding to greetings; expressing thanks; apologising	Productive and receptive		
	Inviting, accepting & refusing offers & invitations. Discussing interests & leisure activities. Welcoming a foreign visitor. Apologising to a customer Talking about own region/country. Showing visitors round company/workplace.	Phrases and structures for inviting, accepting and refusing. Vocabulary for interests and leisure activities. Personal and job titles. Company/workplace departments. Vocabulary for describing places.	<ul style="list-style-type: none"> ▪ Would you like to....? ▪ Thank you, but I've eaten. ▪ This is S/he is head of Personnel. S/he is responsible for..... ▪ I am sorry about that. ▪ This is an important industrial region and the main products are

repairing communication	Productive and receptive		
	<p>Asking about and explaining errors. e.g. over the phone with a client/customer.</p> <p>Dealing with (potential) clients/customers in negotiations.</p> <p>Checking on meaning and intention.</p> <p>Re-stating what has been said.</p> <p>Asking for repetition and clarification.</p> <p>Confirming arrangements, e.g. for a meeting, travel plans.</p>	<p>Vocabulary for apologising, asking for repetition, checking meaning.</p> <p>Structures for reporting speech.</p> <p>Structures for talking about the past.</p>	<ul style="list-style-type: none"> ▪ Please accept our apologies for the mistake. ▪ Did you say that.....? ▪ I am very sorry about what happened. ▪ Could you please repeat that?
giving information	Productive and receptive		
	<p>Talking about training courses.</p> <p>Dealing with company literature, e.g. tourist or promotional material.</p> <p>Talking about products with a client/customer</p> <p>Explaining availability, delivery terms and methods to a client/customer.</p> <p>Responding to and dealing with customer enquiries.</p> <p>Referring clients/customers on.</p>	<p>Company/organisation/products and services.</p> <p>Vocabulary related to training, e.g. Health and Safety, Equal Opportunities.</p> <p>Expressing comparatives and superlatives.</p>	<ul style="list-style-type: none"> ▪ All workers have to complete a Health and Safety course. ▪ The company has an Equal Opportunities Policy. ▪ This service offers the best solution. ▪ You need to speak to the Customer Services Department.

asking / answering questions	Productive and receptive		
	Asking about & describing jobs & responsibilities. Dealing with potential clients/customers on company stand at a trade fair.	Job titles and responsibilities. Company/organisation/ products & services.	<ul style="list-style-type: none"> ▪ I am the Marketing Manager and our department ... ▪ I am responsible for [recruitment in the company]. ▪ Our head office is in ...
describing	Receptive only		
	Presenting and outlining company structures and processes, e.g. staff selection, promotion, production, ordering & delivery systems, manufacturing processes. Describing and presenting products & services, e.g. routine product specifications. Describing the type of advertisement required with an agency/publisher.	Job titles and responsibilities. Vocabulary appropriate to workplace systems and processes. Structures for describing processes	<ul style="list-style-type: none"> ▪ All suitable candidates are interviewed. ▪ The products meet current safety regulations. ▪ This car is produced in Spain. ▪ We produce that model in our other factory. ▪ The product is made of plastic and metal.
asking for and giving opinions	Productive and receptive		
	Discussing candidates who have been interviewed for a vacancy with fellow interview panel members. Asking for and giving an opinion about a proposal at a meeting/in a simple report.	Phrases for expressing suggestions/recommendations/obligation.	<ul style="list-style-type: none"> ▪ I think she is the best candidate for the job. ▪ He has a lot of experience.

asking for and giving opinions	Recommending an option/course of action.	Phrases for eliciting opinions. Expressing comparatives and superlatives. Adjectives to describe people, their skills and abilities.	<ul style="list-style-type: none"> ▪ What do you think we should do? ▪ The manager ought to change that.
justifying opinions	Productive and receptive		
	Discussing candidates who have been interviewed for a vacancy with fellow interview panel members. Justifying preference for a course of action/option.	Vocabulary for reason and consequence, e.g. as, because, since, so, so that, (in order) to, although.	<ul style="list-style-type: none"> ▪ She is the most qualified, but I think she is not the most suitable.
following / giving instructions	Productive and receptive		
	Give simple step-by-step instructions for colleague to cover absence.	Imperative forms. Vocabulary used for sequencing. Structures for expressing obligation.	<ul style="list-style-type: none"> ▪ You must complete the report by Friday.
	Receptive only		
	Dealing with IT terminology, e.g. following instructions from helpdesk/IT support. Dealing with voicemail instructions when phoning a company/service provider	Basic IT terminology. Terms used in voicemail instructions	<ul style="list-style-type: none"> ▪ For customer service press 0. ▪ Press the key. ▪ First you..., then.... Next you....

asking for things	Productive and receptive		
	Asking for permission. Placing an order. Purchasing an item/service e.g. item of equipment	Structures and vocabulary for requesting permission. Vocabulary related to work items, services and equipment.	<ul style="list-style-type: none"> ▪ Could I take Friday as leave please? ▪ We'd like to send it by fax/ email. ▪ Could we have the other model for the same price?
expressing ability	Productive and receptive		
	Describing personal and work-related skills and abilities.	Personal qualities and skills and expressing degrees of these.	<ul style="list-style-type: none"> ▪ I can type ... words per minute. ▪ I can speak three languages well. ▪ I am hard-working, ambitious and reliable.
using numbers and expressing quantity	Productive and receptive		
	Describing company size, sales etc. Processing payments. Talking about dates and times.	Numbers and conventions involved, large numbers, decimal points, units of currency, percentages, cardinal and ordinal numbers. Expressing comparative and superlative forms.	<ul style="list-style-type: none"> ▪ We'd like 1,500 units at £2.50 each on the 1st of each month. ▪ This site is too small for the current number of staff.

expressing time	Productive and receptive	Vocabulary and structures for expressing simple time relations, e.g. urgency.	<ul style="list-style-type: none"> ▪ I need this as soon as possible. ▪ Have you already phoned them? ▪ I have just spoken to the Bangkok branch. ▪ The meeting is on Friday 14 May at 17.00.
	Talking about delays and postponements.		
	Receptive only		
	Talking about deadlines, plans and schedules.		
agreeing / disagreeing	Productive and receptive	Phrases to express agreement and disagreement, including basic awareness of politeness/register as appropriate.	<ul style="list-style-type: none"> ▪ We apologise for the inconvenience. ▪ I am sorry but I cannot order a replacement. ▪ I think there is an error here. ▪ That's not right! ▪ I'm sorry, but (according to our reservation book) that is incorrect, Sir.
	<p>Dealing with a manager/colleague.</p> <p>Dealing with difficult clients/customers.</p> <p>Discussion about candidates interviewed for a vacancy with fellow interview panel members.</p> <p>Explaining errors e.g. with clients/customers.</p>		
comparing	Receptive only	<p>Expressing comparatives and superlatives.</p> <p>Expressing quantity, e.g. a few, a lot of, some, many, much.</p>	<ul style="list-style-type: none"> ▪ This one is a lot better. ▪ This option offers several advantages. ▪ The new model uses less fuel.
	<p>Visiting websites to compare suppliers & reporting back to manager.</p> <p>Discussing companies in the same field.</p>		

comparing		Vocabulary for describing products, services etc. Connectives of contrast, e.g. but, although, while.	<ul style="list-style-type: none"> ▪ Although the competition was strong, we won the contract.
asking for and giving reasons	Productive and receptive		
	Making/dealing with complaints e.g. on phone, letter, face-to-face. Dealing with customer service issues.	Expressing causation. Structures to talk about the past. Question words. Connectives of reason, e.g. because.	<ul style="list-style-type: none"> ▪ The delay was because of a postal strike. ▪ Why did you call this number? ▪ There has been a price increase.
expressing preferences	Productive and receptive		
	Arranging travel plans. Purchasing goods/services. Choosing an advertising/employment agency.	Phrases to express preferences, likes and dislikes. Expressing comparatives and superlatives.	<ul style="list-style-type: none"> ▪ I'd prefer to catch an earlier flight. ▪ She'd rather go via Heathrow than Frankfurt. ▪ That model would be better for us.
making and responding to suggestions	Productive and receptive		
	Appraisals – as appraiser & appraisee. Reviews. Participating in meetings.	Expressions and phrases for making and responding to suggestions.	<ul style="list-style-type: none"> ▪ Why don't start earlier? ▪ How about working overtime?

	Discussing projects.		<ul style="list-style-type: none"> ▪ That's a good idea, but..... ▪ Have you considered..?
expressing obligation and lack of obligation	Productive and receptive		
	<p>Explaining organisational culture & rules to a member of staff from another country.</p> <p>Explaining basic terms and conditions.</p> <p>Disciplining staff.</p> <p>Written rules and notices.</p> <p>Discussing health and safety issues.</p>	<p>Expressions and structures to talk about obligation and lack of obligation.</p> <p>Vocabulary for dress code.</p> <p>Vocabulary for basic health and safety.</p>	<ul style="list-style-type: none"> ▪ Staff must sign in on arrival. ▪ It's not necessary to make an appointment. ▪ There should be a First Aider in each department. ▪ You can't wear jeans. ▪ You need to fill in this form. ▪ We cannot make a refund without a receipt. ▪ You must wear safety glasses.
expressing feelings and emotions	Productive and receptive		
	<p>Complaints.</p> <p>Expressing satisfaction or dissatisfaction about working conditions/a product/service.</p>	<p>Structures and vocabulary to express negative and positive reactions and feelings.</p>	<ul style="list-style-type: none"> ▪ We are not happy with the service. ▪ You did that very well. ▪ We are pleased with the brochure.

talking about the present	Productive and receptive		
	Describing schedules, routines and work plans.	Structures for expressing the present. Days, times, months etc. Time expressions.	<ul style="list-style-type: none"> ▪ Employees are paid at the end of each month.
	Receptive only		
	Talking about current situations, e.g. regarding a company's performance.		<ul style="list-style-type: none"> ▪ We are currently making a loss.
talking about the future	Productive and receptive		
	Planning future events and tasks, e.g. meetings, conferences, projects. Confirming or changing plans.	Vocabulary and structures to talk about the future. Days, times, months etc. Time expressions.	<ul style="list-style-type: none"> ▪ I'm going to apply for the job. ▪ He has a meeting next Tuesday. ▪ The order will be ready by 17 May.
talking about the past	Productive and receptive		
	Giving an account of an event, e.g. an accident at work. Explaining a delay.	Structures to talk about the past. Days, times, months etc. Time expressions.	<ul style="list-style-type: none"> ▪ He fell off the ladder and hit his head. He was not wearing a safety helmet. ▪ The factory was closed for 3 weeks

talking about the past	Receptive only		
	Presenting a history of the company/organisation.	Structures to express the passive.	<ul style="list-style-type: none"> ▪ The organisation was created in 2006. ▪ When the factory opened, it had 1,000 workers: today it has more than 5,000.
expressing degrees of certainty and doubt	Receptive only		
	Predicting and describing future possibilities e.g. in company trends, performance, results, events & changes.	<p>Expressing unreal/imaginary or hypothetical situations.</p> <p>Expressing probability and possibility.</p>	<ul style="list-style-type: none"> ▪ If you offer a discount, I'll accept. ▪ If we had an office in the U.S., there would be no problem. ▪ I'm sure that these results are not typical.
talking about (im)probability and (im)possibility	Receptive only		
	Predicting and describing future possibilities, e.g. in company trends, performance, results, events & changes.	<p>Expressing unreal/imaginary or hypothetical situations.</p> <p>Expressing probability and possibility.</p>	<ul style="list-style-type: none"> ▪ If we employ an assistant, then we can send the mailing out earlier. ▪ It's unlikely that the situation will improve. ▪ Sales are likely to go up next year.

giving advice	Productive and receptive		
	<p>Advising a new member of staff as to a course of action.</p> <p>Advising a colleague as to a course of action.</p> <p>Advising a supervisor/manager as to a course of action.</p>	Phrases and expressions used to give advice.	<ul style="list-style-type: none"> ▪ Why don't you ... ▪ We should order a new photocopier. ▪ If I were you, I would phone at once.
giving warnings	Receptive only		
	<p>Health & Safety issues, e.g. notices, instructions.</p> <p>Disciplining staff.</p> <p>Negotiating with suppliers over poor service, e.g. late deliveries, faulty goods, etc.</p>	<p>Imperative forms.</p> <p>Key vocabulary for risks, equipment, items etc in the workplace.</p> <p>Expressing conditional statements.</p>	<ul style="list-style-type: none"> ▪ Out of Order. ▪ Danger! Live cables. ▪ If it happens again, we will not renew the contract. ▪ Don't be late again! ▪ If we do not hear from you by Friday, then we shall cancel the order.
taking turns in a conversation	Receptive only		
	<p>Participating in formal and informal meetings.</p> <p>Interrupting politely.</p> <p>Checking on listener's attention.</p>	<p>Pausing strategies, devices.</p> <p>Strategies and devices for polite interruption.</p> <p>Fillers.</p> <p>Expressions and phrases used to indicate listener is attentive to speaker.</p>	<ul style="list-style-type: none"> ▪ I see. ▪ In other words, ▪ You mean ▪ Can I just say something here? ▪ May I stop you there...?

