



## Listening 7

*I can...*

**Understand many different conversations, instructions and information when people speak clearly and at a normal rate.**

Examples of types of communication I may be able to understand:

- a person expressing appreciation for a favour
- a complaint from a friend or classmate
- a discussion among co-workers who are not getting along
- reminders or requests from an employer
- orders from a law enforcement official
- detailed directions on how to get to a new place
- instructions for using a photocopier
- a meeting with a supervisor at work about a job or project
- a short talk about what rules have changed at work



## Speaking 7

*I can...*

**Speak with some confidence in everyday social, educational, and work situations, and present concrete and some abstract information on an expanding range of familiar topics. People may occasionally have trouble understanding me.**

Examples of types of communication I may be able to produce:

- respond to a dissatisfied customer
- leave a telephone message for a friend with details about an upcoming event
- give a detailed suggestion on how to solve a problem
- give instructions on how to use specific functions in a computer application
- discuss a medical condition with a doctor
- describe a workplace event
- compare the advantages and disadvantages of 2 different procedures



## Reading 7

*I can...*

**Understand an expanding range of longer reading material that is factual or abstract, descriptive, or has opinions, as well as explicit and implied meanings.**

Examples of types of communication I may be able to understand:

- a personal email expressing appreciation, complaint, satisfaction, or dissatisfaction
- a letter from a friend relating some bad news
- course eligibility criteria, start date, and pre-requisites
- directories, website navigation menus
- a performance review
- a public health advisory
- instructions to install a computer application
- instructions to put together a piece of furniture
- a short research report



## Writing 7

*I can...*

**Write clear, moderately complex texts about familiar, concrete topics related to personal interests and experience. The text may also be moderately long.**

Examples of types of communication I may be able to produce:

- an email to show or respond to appreciation
- a letter to make or respond to a complaint
- a note to express disappointment or satisfaction
- a report to make recommendations or warnings
- an incident report form about a workplace safety violation
- notes from a detailed phone message
- a comparison of the education system of 2 countries