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# Communication [Receptive]



#### **SFS Entry Level**

CLB<sub>1</sub>

☐ I can... understand very simple greetings and introductions.



☐ I can... follow very short, simple instructions.



☐ I can... understand very simple requests.



☐ I can... understand very simple information.



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# Communication [Receptive]



#### **SFS Entry Level**

CLB<sub>2</sub>

☐ I can... understand greetings, introductions, and some simple questions.



☐ I can... follow some simple instructions and directions.



 $f \square$  I can... understand some simple requests and warnings.



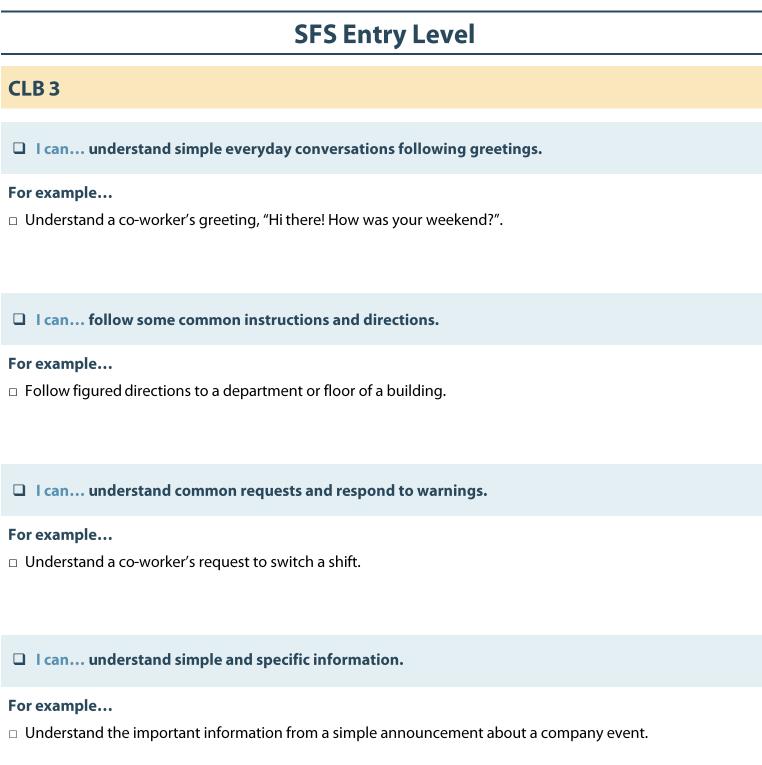
☐ I can... understand some simple information.



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# Communication [Receptive]

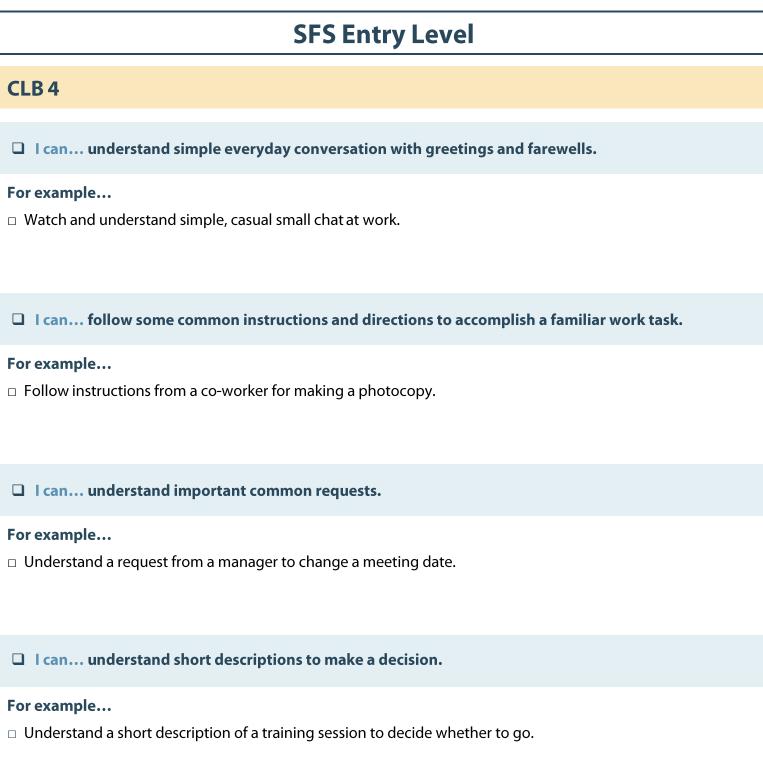




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# Communication [Receptive]





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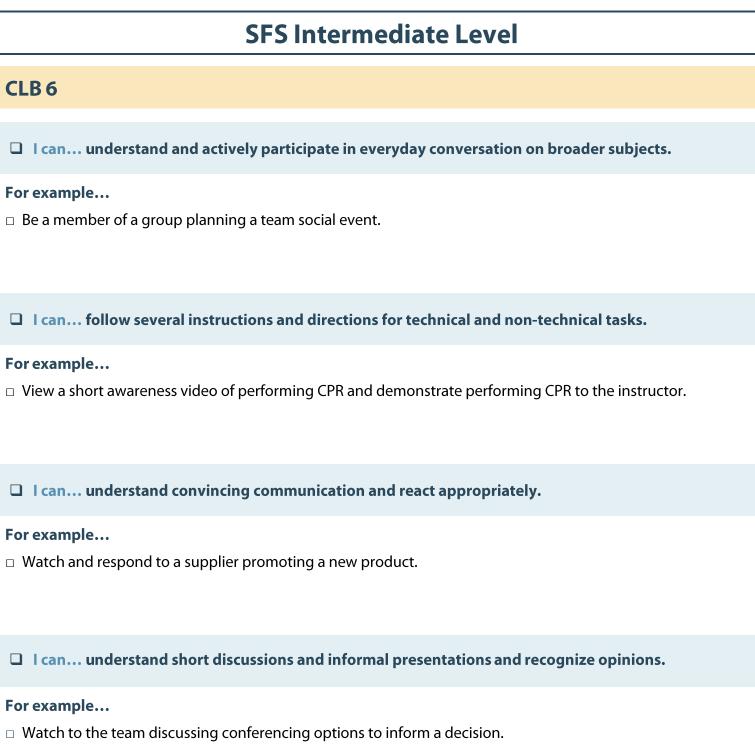




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# Communication [Receptive]





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SFS Intermediate Level
CLB 7
☐ I can understand and spontaneously participate in everyday conversation on work-related subjects including nuances.
For example  □ Watch a discussion among co-workers about a new policy and understand the attitudes of the speakers.
☐ I can follow instructions and directions for technical and non-technical tasks.
For example    After an instructional safety presentation, demonstrate how to handle a new dangerous material.
☐ I can understand persuasive communication and requests.
For example  □ Watch a supplier explain a delivery delay and why they should get an extension.
☐ I can understand short discussions and informal presentations and recognize opinions and suggestions.
For example    Watch a work status update from a co-worker during a shift change.



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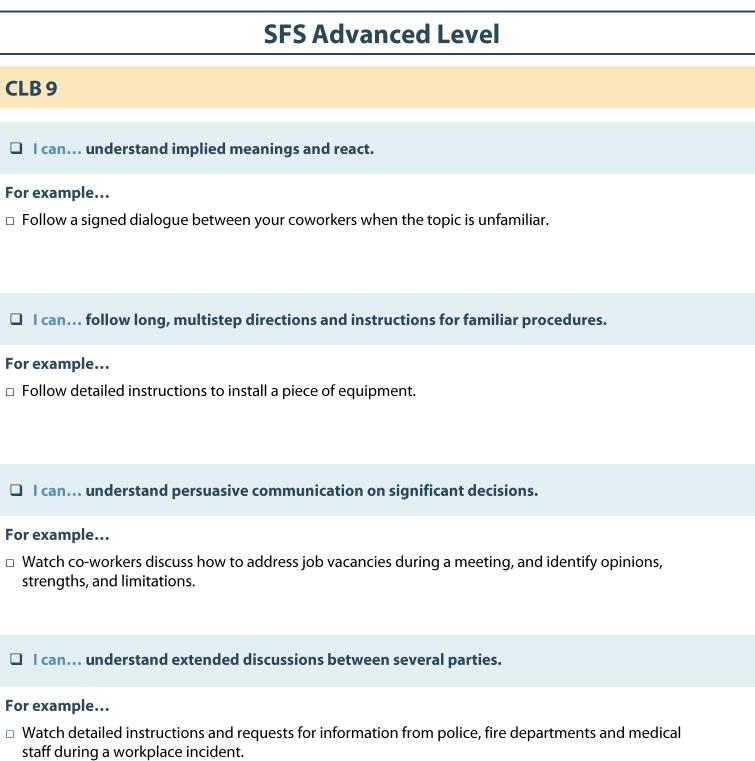
# Communication [Receptive]



# **SFS Intermediate Level** CLB8 ☐ I can... understand everyday conversations on broader subjects. For example... □ Understand a co-worker communicating about a colleague who suddenly left the company. ☐ I can... follow long, detailed instructions and directions for technical and non-technical tasks. For example... □ Follow instructions from a help line or a video tutorial to fix a problem with equipment. ☐ I can... understand recommendations and possible solutions to problems. For example... □ Watch a colleague explain why something should be done in a certain way and act on it. ☐ I can... understand and follow short discussions and informal or semi-formal presentations about complex ideas. For example... □ Watch a signed message via Video Raley Service (VRS) from a dissatisfied client to understand concerns.

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# Communication [Receptive]



### **SFS Advanced Level CLB 10** ☐ I can... understand abstract conversations, speakers' attitudes, motivations, and intentions. For example... □ Watch a new colleague discuss their view on a proposal to determine if there is a better way to approach the project. ☐ I can... follow long, multistep directions and instructions for less familiar procedures in demanding situations. For example... □ Watch detailed descriptions of multiple equipment failures over time to identify the root cause and possible solutions. ☐ I can... analyze persuasive communications to inform decisions. For example... □ Watch and evaluate a presentation delivered by a potential consultant outlining how to solve a procedural issue. ☐ I can... understand extended discussions between several parties involving arguments and understand longer presentations in unpredictable settings. For example...

□ Understand the discussions of a hiring committee.

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SFS Advanced Level
CLB 11
☐ I can understand unfamiliar conversations and speakers' intentions to resolve conflicts or find solutions.
For example  Watch a co-worker recount a conflict with a manager and identify the attitudes and actions that contributed the conflict.
☐ I can follow long, multistep directions and instructions in urgent situations.
For example  □ Understand extensive directions to an unfamiliar location in an emergency response situation.
☐ I can understand persuasive communication and its subtleties to influence decisions.
For example  Watch a variety of professionals giving assessments of a proposed large-scale equipment purchase, including a cost-benefit analysis and projected impacts on the workforce.
☐ I can understand specialized discussions between several parties and follow complex and detailed presentations.
For example  Analyze focus group responses to understand views on a complex social issue.



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# Communication [Receptive]



SFS Advanced Level
CLB 12
☐ I can understand the views of participants in abstract conversations which include subtleties and nuances.
For example
☐ I can follow complex instructions in a broad range of situations.
For example  Watch and critically evaluate the organization and delivery of a workplace training program to make suggestions for improvement.
☐ I can understand persuasive communication and its subtleties in a broad range of situations.
For example   Attend a public consultation to understand citizens' views on a contentious matter.
☐ I can understand and assess specialized discussions between several parties and comprehend and assess complex and detailed presentations.
For example  Watch a workplace mediator and the testimony of two parties to understand how they could come to a mutually acceptable agreement.

