EXAM OBJECTIVES

ENGLISH FOR IT

The English for IT certification primary market is international candidates looking to start a career in IT, although there is some opportunity in the United States with English Language Learners in public schools. In both cases, candidates will most likely be found in secondary schools, vocational schools, and other higher education institutions.

An individual earning this certification has approximately 150 hours of instruction and hands-on experience. Individuals who have earned the English for IT certification have demonstrated expertise of the following skills.

1. USE OF ENGLISH

1.1 Interpret and implement instructions, guidelines and training materials

1.1.1 Implement the rules and expected behaviors described in a company's code of conduct document

1.1.2 Analyze descriptions of familiar job roles and responsibilities

1.2 Construct appropriate requests for information and feedback

1.2.1 Make requests for updates on actions taken to solve problems, or ask for detailed feedback about specific points of a business idea or proposal

1.2.2 Ask questions to better understand the specific details of a problem

1.3 Update colleagues on work-related topics

1.3.1 Respond to a request for a status update on a project

1.3.2 Select appropriate language to open a meeting and lead or manage a discussion, expanding and developing ideas, so that the group is able to make a decision

1.3.3 Encourage discussion by inviting others to join in, say what they think, etc.

1.4 Incorporate goals and objectives into the working environment

1.4.1 Distinguish different goals using a range of expressions

1.4.2 State how to do something, giving detailed instructions

1.4.3 Apply specialized terms and complex technical information such as operating instructions, specifications for familiar products and services

1.5 Defend a point of view

1.5.1 Use persuasive language to convince others to agree with their recommended course of action

1.5.2 Answer complaints from dissatisfied employees and customers politely and resolve conflicts, asking employees and customers to rephrase language (Non-Violent Communication)

2. LISTENING

2.1 Identify concerns about an issue, a product or service, or a business situation

2.1.1 Follow a plan of action that details a problem, how it will be fixed, and by when

2.1.2 Identify specific concerns about a work-related issue or business situation, or a product or piece of equipment, and demand what action should be taken in an appropriate way

2.2 Examine key information from a conversation

2.2.1 Follow in detail work-related phone messages, listen to a customer detailing a problem with a product or service, and decide the steps necessary to overcome the problem

2.2.2 Discern the main ideas of complex technical issues in the work environment

2.3 Participate in discussions and conversations, exchanging information when necessary

2.3.1 Collate factual information in routine formal discussions conducted in clear standard speech

2.3.2 Express varying degrees of certainty about a recommended course of action

3. READING

3.1 Analyze and prioritize opinions and recommendations

3.1.1 Respond to comments made during the development of a collaborative project

3.1.2 Identify different opinions and recommended courses of action, if provided with sufficient background information

3.1.3 Justify a viewpoint on an issue by identifying pros and cons of various options

3.2 Analyze factual information from various sources

3.2.1 Interpret the main message from a text

3.2.2 Infer meaning from contextual clues in a document or report

3.2.3 Identify specific information in a linguistically complex factual text

3.3 Evaluate information from various sources

3.3.1 Evaluate the advantages and disadvantages of different options or approaches to an issue

3.3.2 Synthesize, summarize and evaluate familiar information and arguments from a number of sources

3.4 Identify a problem and its cause, and identify solutions

3.4.1 Identify a work-related problem and its causes, the actions taken, and the results of those actions

3.4.2 Summarize how a product or service meets a specific need

3.4.3 Identify how a change will help the company, its employees, or its customers, and how the success of the change will be measured