

EXAM OBJECTIVES



ENGLISH FOR IT

The English for IT certification validates the skills of non-native English speakers looking to start careers in IT. 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