

Spoken English for Industry and Commerce (SEFIC)



International
Qualifications from EDI

Syllabus

INTRODUCTION

Education Development International (EDI) is a leading international awarding body that was formed through the merger of the London Chamber of Commerce and Industry Examinations Board (LCCI) and a leading online assessment provider GOAL. EDI now delivers LCCI International Qualifications (LCCI IQ) through a network of over 5000 registered centres in more than 120 countries worldwide. Our range of business-related qualifications are trusted and valued by employers worldwide and recognised by universities and professional bodies.

Preliminary Level Spoken English for Industry and Commerce

LCCIIQ's Spoken English for Industry and Commerce (SEFIC) examinations are a series of awards at 5 levels designed to meet the spoken language requirements of business people today.

Assessment is in the form of a one-to-one interview with an LCCIIQ examiner that tests a candidate's ability to communicate orally in a business or work context.

The 5 levels are: Preliminary, Level 1, Level 2, Level 3 and Level 4 (see chart). The format of each varies and in general terms the emphasis shifts from accuracy of form and an ability to understand or produce discrete linguistic items at the lower levels, to broader fluency of speech and interaction at the higher ones. In addition, the length of the interviews increases with level (from 20 minutes at Preliminary Level to 40 minutes at Level 4) in order to reflect the greater range of skills and linguistic content being tested at each level.

Aims

The aims of this syllabus are to enable candidates to develop speaking and listening skills in English in order to:

- understand basic and highly predictable work- or business-related information and/or instructions and to act on these or respond appropriately when required
- produce basic, formulaic speech of a predictable nature which is sufficiently accurate and clear to be understood by a sympathetic listener.

Target Audience and Candidate Progression

This qualification is intended for candidates who have achieved a very fundamental understanding of work- or business-related English and an initial competence in interacting (speaking and listening) with English-speakers in a work or business context.

Candidates will be expected to be at the Common European Framework Breakthrough Level (A1) or the UK National Language Standards Entry Level.

Successful candidates may go on to take Level 1 of the LCCIEB Spoken English for Industry and Commerce (SEFIC) qualification and further progress can be made up to Level 4. Each level builds on the previous one to provide a consistent extension of the skills and knowledge developed.

Successful candidates may also attempt LCCIEB's written examination at the same level: English for Business (EFB) Preliminary Level.

Structure of the Qualification

The level 1 Certificate in Spoken English for Industry and Commerce is a single unit qualification that consists of the range of topics detailed below:

Syllabus Topics

- 1 Basic social language within a business context
- 2 Basic jobs and roles in a work context
- 3 Basic work- or business-related instructions and directions
- 4 Basic office or place of work descriptions
- 5 Basic numerical information

In addition candidates will be expected to demonstrate a level of linguistic competence as outlined in syllabus topics 6 to 10 (see pages 11-18).

Guided Learning Hours

LCCIEB recommends that 60-70 Guided Learning Hours (GLHs) provide a suitable course duration for an “average” candidate at this level. This figure includes direct contact hours as well as other time when candidate’s work is being supervised by teachers. Ultimately, however, it is the responsibility of training centres to determine the appropriate course duration based on their candidates’ ability and level of existing knowledge. LCCIEB experience indicates that the number of GLHs can vary significantly from one training centre to another.

ASSESSMENT

Assessment Objectives

The examination will assess the candidate’s ability to:

- recognise familiar words and basic phrases concerning immediate personal and predictable information requirements, expressed in very simple language within a business context
- use a limited range of basic vocabulary, grammatical structures and formulaic functional language within a business context
- combine these 2 abilities to take part in basic spoken exchanges within a predictable work or business context.

OTHER OPTIONS

Telephone Tests

This option is available at Level 2, Level 3 and Level 4. At each level it is a purely elective option and will not affect the main result of the examination.

Approximate overall timings for telephone tests (excluding preparation and memo writing phases):

Level 2	3-5 minutes
Level 3	3-5 minutes
Level 4	5-7 minutes

Notes

- 1 Telephone Tests are conducted after the main part of the corresponding SEFIC examination so that the candidate has had an opportunity to become accustomed to the examiner's voice.
- 2 Please refer to Notes on Telephone Tests for information on the marking scheme and Guidelines for Administration of Telephone Tests for further information on room lay-out and invigilation.
- 3 Candidates are allowed to use a dictionary in their preparation for the Telephone Tests.

Special Topic Option

This is available at Level 3. It is a purely elective option and will not affect the main result of the examination.

The purpose of this option is to allow candidate's at Level 3 to make a business-style presentation. This is not an option for Level 4, as a presentation is an integral part of the Level 4 exam (Section B)

The examiner will complete the Level 3 examination before moving on to the Special Topic option. The linguistic level expected is that of the Level 3 examination as a whole. The test lasts 10 minutes (5 minutes presentation, followed by 5 minutes discussion with the examiner).

Notes

- 1 Examiners explain to candidates that during the presentation they will be making notes for questions in the discussion phase. This makes it clear to candidates that they are not being marked as they talk.
- 2 Candidates are marked on their skills in the oral presentation of a topic. The accuracy of the information is not being assessed.
- 3 Candidates may choose to stand or sit when presenting their topic. They may also choose to use OHP's or any other aides for their presentation, but should be advised to prepare these in advance, given the time constraints. At this level it is considered more important to give candidates encouragement in making a presentation than to cut short what they have to say for the purpose of probing. While evidence of preparation and practice are required, candidates will pass if they are able to fill the time available with language of the same quality as would warrant a pass at Level 3.
- 4 As this is an option only, the candidate's performance does not influence the final grade for communicative efficiency already awarded. This means that a candidate's grade for

communicative efficiency cannot be lowered in the event of a poor performance nor raised because of a good performance.

Liaison Interpreting

This is available at Level 4 for speakers of French, German and Spanish only. It is a purely elective option and will not affect the main result of the examination.

The purpose of this test is to assess the candidate's ability to interpret and mediate a business conversation in the respective languages of 2 speakers who have no understanding of the other's language. Centres are required to provide an interlocutor (who is not the candidate's teacher) who can adequately read the part in the candidate's mother tongue. The LCCIEB examiner will read the part in English and carry out the scoring.

The candidate will be expected to show due tact, initiative and public relations skills in maintaining the communications as well as the linguistic power to interpret what is said. The conversation will last 5-7 minutes.

Coverage of Syllabus Topics in Examinations

The examination will consist of 4 sections. Section A will concentrate on syllabus topic 1, Section B on topics 3 and 5, Section C on topics 2 and 4, and Section D on topics 1 and 2.

Syllabus topics 6-10 will be included in all sections of the examination.

Candidates should note that while each section of the examination will concentrate on testing the syllabus topics indicated, because of the communicative nature of the activities, language from other topics will also be included.

Assessment Format

1 General

Candidates will be assessed in a one-to-one interview with an examiner. The language used will be within the limits of the level. All the tasks will be set within a work or business context.

2 Before the start of the examination

The examiner will check that the assessment form has been completed (Centres must ensure that the candidate details are completed in legible block capitals before the candidate enters the examination room). The examiner will remind the candidate of the format and duration of the examination

3 During the examination

The candidate will be required to complete all sections of the examination and the examiner will indicate the start of each section to the candidate. The use of dictionaries during the examination is not allowed (except for the preparation phase of the telephone test option).

4 At the end of the examination

The examiner will inform the candidate that the examination has finished. Candidates will not receive any indication of their performance from the examiner and the examiner will keep the candidate's entry form.

LCCIQ/Common European Framework Equivalence Table

LCCIEB LANGUAGE LEVEL	COMMON EUROPEAN FRAMEWORK FOR LANGUAGE LEVELS	DESCRIPTION	
Level 4	Effective Operational Proficiency (C1)	This should be the target level for personnel who need to attend and participate fully in formal or informal business meetings or attend conferences or conventions.	People at this level can: <ul style="list-style-type: none"> ▪ use appropriate language to deal with an extensive range of oral and written tasks ▪ respond to a wide variety of situations with fluency and spontaneity ▪ read, interpret, and produce highly specialised texts/reports and present/discuss complex arguments ▪ make presentations and contribute fully at seminars and conferences.
Level 3	Vantage (B2)	This should be the target level for people for whom establishing and sustaining business relationships in English is essential, eg sales personnel, senior executives, etc.	People at this level can: <ul style="list-style-type: none"> ▪ understand and write complex business correspondence and reports within own field ▪ understand and discuss complex concepts of a general and work-related nature ▪ handle formal and informal meetings and negotiations with, for example, customers or suppliers ▪ relocate to an English-speaking country and function fully in all routine areas and aspects of work ▪ deliver structured presentations and participate in discussions on known topics.
Level 2	Threshold (B1)	This should be the target level for people whose work involves them in extensive contact with overseas colleagues, customers or counterparts, eg line managers, technical or research personnel, senior administrators, etc.	People at this level can: <ul style="list-style-type: none"> ▪ understand and interpret key, work-related information, e.g. handling customer enquiries ▪ understand and write standard business correspondence and reports ▪ give more complex instructions and explanations and explain ideas ▪ participate in routine interviews ▪ participate more fully in business meetings and discussions ▪ make more complex formulaic presentations on familiar topics
Level 1	Waystage (A2)	This should be the target level for people who need to work with overseas counterparts on a routine functional level, e.g. clerical staff, administrators, line supervisors, secretarial staff, etc.	People at this level can: <ul style="list-style-type: none"> ▪ describe the company and its products ▪ confirm and alter meeting arrangements ▪ give simple instructions and explanations ▪ develop contacts and exchange more specific/detailed information ▪ understand and write simple business correspondence and notes ▪ contribute to discussions (e.g. express opinions, agree and disagree) and make simple formulaic presentations on familiar topics.
Preliminary	Breakthrough (A1)	This should be the target level for people who need to use English in their work in basic interaction, e.g. receptionists, line operatives, clerical or secretarial staff who have occasional contact with speakers of English.	People at this level can: <ul style="list-style-type: none"> ▪ make contacts and exchange basic information (personal, work and social) ▪ handle basic business telephone language ▪ work with numbers (e.g. dates and figures) ▪ understand simple requests and instructions ▪ make basic travel arrangements and appointments ▪ handle basic forms and documents.

Examination Format

Candidates will be assessed by means of a 20 minute, one-to-one interview with an LCCIIQ SEFIC examiner. The interview will consist of 4 sections:

- Section A (5 minutes) will be a general conversation on predictable topics such as personal history, work, interests. The language content will be restricted to the structures, concepts and content prescribed for the level.
- Section B (5 minutes) will be a listening comprehension task with the candidate responding to simple, spoken, work-related instructions and directions given by the examiner. The candidate will demonstrate comprehension by successfully completing the tasks. Some questions will relate to a prompt-card featuring simple time-tables and diagrams.
- Section C (5 minutes) will be a picture description in which the candidate will answer questions based on a previously unseen, drawn picture (with a business context), supplied by the Board. The purpose is to test vocabulary and verb usage.
- Section D (5 minutes) will be a dialogue in which the candidate will take part in a brief, structured, transactional dialogue leading from the picture and continuing within the same business context established in Section C. The dialogue will be led by the examiner and the candidate will use a cue card supplied by the Board.

Answer Format

As the purpose of this examination is to assess oral communication, candidates will be expected to respond appropriately in conversation.

This means that candidates are not expected to respond in full sentences unless this would be necessary in natural speech. It also means that in each section the candidate's ability to successfully interact will be rewarded in addition to linguistic accuracy.

Mark Allocation

The marking is structured as follows:

- 1 Candidates are given a mark out of 10 for each of the following skills:
 - Vocabulary range
 - Comprehension
 - Fluency
 - Grammar
 - Pronunciation and Intonation.
- 2 Based on the skills marks, an overall grade for communicative efficiency is awarded.
- 3 The final result is then determined as follows:

Pass	score of 5 or above for all skills
Merit	score of 7 or above for all skills
Distinction	score of 9 or above for all skills

Note: Candidates may drop down one mark in *either* Grammar *or* Pronunciation and Intonation and still qualify for the corresponding award.

- 4 Candidates receive a full breakdown of all these scores on their results slips, which makes SEFIC **a diagnostic test** as well as a test of overall oral proficiency.

Certification

Successful candidates will be awarded the Level 1 Certificate in Spoken English for Industry and Commerce based on the achievement of the percentages and grades below:

Pass	50%
Merit	60%
Distinction	75%

Recommended Reading List and Support Material

Title	Publisher	ISBN Code
How to Pass SEFIC Preliminary Level Student's Book	LCCIEB	3-922514-33-2
How to Pass SEFIC Preliminary Level Teacher's Book	LCCIEB	3-922514-37-5
How to Pass SEFIC Preliminary Level Cassette	LCCIEB	3-922514-38-3
How to Pass SEFIC Preliminary Level Picture Book	LCCIEB	3-922514-39-1

How To Offer This Qualification

To offer this qualification you must be an LCCI IQ registered examination centre. To gain centre approval please contact Customer Support on 08700 818008 between the hours of 0830 and 1700 (GMT) Monday to Friday or by email on centresupport@ediplc.com.

Alternatively you may contact your Regional LCCI Office or Co-ordinating Authority.

Syllabus Topic

Items Covered

1 Basic social language within a business context

Candidates must be able to:

- 1.1 Exchange basic greetings and goodbyes in a business context
- 1.2 Elicit and provide basic personal information
- 1.3 Respond appropriately to invitations
- 1.4 Express gratitude in a business context

2 Basic jobs and roles in a work context

relationships

Candidates must be able to:

- 2.1 Name basic job titles and work
- 2.2 Name and understand basic work tasks and routines

3 Basic work- or business-related instructions and directions

destination

Candidates must be able to:

- 3.1 Understand basic work-related instructions
- 3.2 Understand basic directions to a

4 Basic office or place of work descriptions

equipment

Candidates must be able to:

- 4.1 Name basic office furniture and
- 4.2 Understand a basic office or place of work layout

5 Basic numerical information

Candidates must be able to:

- 5.1 Understand basic numerical information (e.g. a phone number or appointment time)

6 Linguistic competence (structures)

worked)

Candidates must be able to:

- 6.1 Use and recognise the following verb forms for common, basic verbs:
 - 6.1.1 the simple present and present continuous tenses (e.g. *I work, I am working*)
 - 6.1.2 the simple past tense (e.g. *I worked*)
 - 6.1.3 the simple future tense expressed by the present + time marker (e.g. *I'm working next week*)
 - 6.1.4 simple imperatives (e.g. *please open the door*)
- 6.2 Recognise the following verb forms for common, basic verbs:
 - 6.2.1 the present perfect form (e.g. *I have worked*)
 - 6.2.2 the future expressed with *will* and *going to*
 - 6.2.3 more complex imperatives (e.g. *please bring me that file*)
 - 6.2.4 the modals *can, may, would, must* and *will*
- 6.3 Recognise and use the following types of adjectives:
 - 6.3.1 possessive adjectives (e.g. *my, his, her*)
 - 6.3.2 demonstrative adjectives *this* and *that*
 - 6.3.3 the descriptive adjective *very*
- 6.4 Recognise a limited range of descriptive, comparative and superlative adjectives (e.g. *little/much(better), big/small(er)(est), more expensive, most expensive*)
- 6.5 Recognise and use the locative adverbs *here* and *there*
- 6.6 Recognise a limited range of further locative adverbs (e.g. *inside, outside, near, far*)
- 6.7 Recognise and use the simple possessives *my, your, his, her, its, our* and *their*
- 6.8 Recognise the following pronoun forms:
 - 6.8.1 possessive pronouns (e.g. *mine, yours, his, hers, ours, theirs,..'s*)

6.8.2 indefinite pronouns *anyone, something, anything, nothing* and *everything*

6.8.3 relative pronouns *who, which* and *that*

6.9 Recognise and use the following determiners:

6.9.1 singular demonstratives *this* and *that*

6.9.2 simple quantifiers *many* and *some*

6.9.3 basic count words (e.g. *a bottle of, a piece of, a cup of*)

6.10 Recognise the following determiners:

6.10.1 the definite and indefinite articles *a* and *the*

6.10.2 plural demonstratives *these* and *those*

6.10.3 a range of quantifiers (e.g. *a bit, a few, any, more, most, no, half*)

6.11 Ask and respond to Yes/No questions

6.12 Recognise and use the interrogatives *When? Where? Why? What?* and *Who?*

6.13 Recognise a further range of interrogatives (e.g. *How far/much/long? Which? Whose?*)

7 Linguistic competence (concepts)

Candidates must be able to:

7.1 Understand and use the following ways of expressing existence:

7.1.1 expressing existence *there is/is there...?*

7.1.2 expressing presence and absence (*not*) *here, (not) there*

7.2 Understand non-existence *there isn't any...*

7.3 Understand and use the following ways of expressing space:

7.3.1 geographical location *north, south, east* and *west*

7.3.2 directions *left/right*

7.3.3 prepositions *up/down, in/out* and *into*

- 7.4 Understand the following ways of expressing space:
 - 7.4.1 distance *near/far*
 - 7.4.2 direction *straight on, back*
 - 7.4.3 verbs *bring, follow, send, carry, turn*
- 7.5 Express present, past and future time within the limits of the given verb range (see Section 6.1)
- 7.6 Understand and use the following ways of expressing time:
 - 7.6.1 dates
 - 7.6.2 days of the week
 - 7.6.3 months of the year
 - 7.6.4 names of the seasons
 - 7.6.5 time (e.g. *It's three o'clock*)
 - 7.6.6 divisions of time *day, week, month, year, morning, afternoon, evening*
 - 7.6.7 start and finish (e.g. *I work from 9 to 5*)
 - 7.6.8 frequency *always, never*
- 7.7 Understand the following ways of expressing time:
 - 7.7.1 to be early/late
 - 7.7.2 *am* and *pm* forms
 - 7.7.3 the term *holidays*
 - 7.7.4 sequence *first, then*
 - 7.7.5 expressions of frequency
sometimes, (not) often, on Mondays, every Monday, once a week
- 7.8 Understand and use the following ways of expressing number and quantity:
 - 7.8.1 singular and plural countables (e.g. *computer(s)*)
 - 7.8.2 cardinal numbers (up to four digits)
 - 7.8.3 quantity (e.g. *a bottle/cup of...*)
- 7.9 Understand the following ways of expressing number and quantity:
 - 7.9.1 singular and plural uncountables (e.g. *money*)
 - 7.9.2 ordinal numbers (up to two digits)
 - 7.9.3 approximations (e.g. *It's about...*)

7.10 Understand and use the following ways of expressing quality:

7.10.1 shape (e.g. *round, square*)

7.10.2 dimension:

7.10.2.1 size (e.g. *big, small*)

7.10.2.2 length (e.g. *metre, kilometre*)

7.10.2.3 weight (e.g. *gram, kilo, ton*)

7.10.2.4 volume (e.g. *litre*)

7.10.3 temperature (e.g. *cold, hot*)

7.10.4 colour (e.g. *blue, black, red*)

7.10.5 material (e.g. *leather, wood, plastic, metal*)

7.10.6 age (e.g. *new, old*)

7.11 Understand the following ways of expressing quality:

7.11.1 *light/dark (grey)*

7.11.2 *made of wool/wood*

7.12 Understand and use a very limited range of adjectives to express evaluation and opinion (e.g. *cheap/expensive, good/bad, easy/difficult*)

7.13 Understand some basic comparative forms (e.g. *better/worse*)

8 Linguistic competence (vocabulary)

Candidates must be able to:

8.1 Recognise and use the following personal and biographical details:

8.1.1 first name and surname

8.1.2 title (e.g. *Mr, Mrs, Miss, Ms*)

8.1.3 the spelling of their name, using the correct letters of the alphabet

8.1.4 their address, phone number, location (e.g. *town, village*)

8.1.5 their nationality

8.1.6 their marital status (e.g. *married, not married*)

8.1.7 the names of immediate family members (e.g. *husband, wife, child, children*)

8.2 Recognise and use the following basic terms for socialising:

8.2.3 greetings (e.g. *Hello, Good morning/afternoon, How are you?*)

8.2.4 the use of an appropriate form of address (e.g. *Mr/Mrs/Miss + name/first name*)

8.2.5 the introduction of another person using *This is...*

- 8.2.6 leave taking using *Goodbye*
- 8.2.7 talking about the weather, using a very limited range of expressions (e.g. *It's hot/cold/wet*)
- 8.2.8 expressing personal likes and dislikes using *I like/I don't like...*
- 8.3 Recognise and use the following basic terms for making social arrangements:
 - 8.3.1 a limited range of relevant vocabulary (e.g. *cinema, party*)
 - 8.3.2 issuing an invitation using *Would you like to...?*
 - 8.3.3 accepting an invitation using *Thank you/Yes, please*
 - 8.3.4 declining an invitation using *No, thank you*
- 8.4 Recognise and use the following terms connected with accommodation:
 - 8.4.1 types of accommodation (e.g. *house, apartment/flat, room*)
 - 8.4.2 basic names of rooms (e.g. *bathroom, kitchen, bedroom*)
 - 8.4.3 basic names for basic architectural features (e.g. *window, door, garden*)
 - 8.4.4 types of basic furniture (e.g. *chair, table, bed*)
 - 8.4.5 names of basic services (e.g. *telephone, water, gas, electricity*)
- 8.5 Recognise and use the following terms connected with travel:
 - 8.5.1 modes of travel (e.g. *by air/train/bus*)
 - 8.5.2 related vocabulary (e.g. *bag, passport, visa*)
 - 8.5.3 location using *north, south, east* and *west*
 - 8.5.4 directions using *left/right*, and the prepositions *up/down, in/out, to/from, into*
- 8.6 Recognise the direction *straight on*
- 8.7 Recognise and use the following terms connected with food and drink:
 - 8.7.1 names of main meals (e.g. *breakfast, lunch, dinner*)
 - 8.7.2 names of main types of foods (e.g. *meat, vegetables, fruit*)
 - 8.7.3 accepting food and drink using *I'd like some/a...*

8.7.4 basic terms connected with eating out (e.g. *restaurant, cafe, menu, bill*)

8.8 Recognise and use the following basic vocabulary of the workplace:

8.8.1 names of organisations (e.g. *company, college*)

8.8.2 places of work (e.g. *office, factory, department*)

8.8.3 job titles/names of occupations (e.g. *manager, secretary, assistant*)

8.8.4 relationships at work (e.g. *team, boss*)

8.8.5 office items (e.g. *pen, calculator, file*)

8.8.6 daily routines

8.8.6.1 (working hours) *I work from 9 to 5*

8.8.6.2 *I come to work/go home at...*

8.9 Recognise and use a limited range of vocabulary relating to transactions:

8.9.1 *buy, sell*

8.9.2 relevant national currencies

8.9.3 the name of the product(s) or service(s) of their own organisation

8.9.4 *products, services*

9 Linguistic competence (communicative skills)

Candidates must be able to:

9.1 On a social level:

9.1.1 make and respond to basic greetings

9.1.2 introduce self and respond to introductions

9.1.3 ask and respond to basic questions about basic personal information

9.2 In everyday life:

9.2.1 ask and respond to basic questions concerning everyday needs

9.2.2 understand basic expressions concerning everyday needs

9.3 At work:

9.3.1 make and respond to requests to be given things

9.3.2 ask and respond to basic questions involving numerical information, (e.g. prices and quantities)

9.3.3 ask and respond to basic questions concerning times, dates and days of the week

9.3.4 ask for and understand basic directions and instructions concerning predictable work procedures

10 Linguistic competence (functions)

Candidates must be able to recognise and use basic, formulaic ways of expressing:

10.1 The social conventions of appropriate address, greeting and leave taking

10.2 Wants (e.g. *I want to/I'd like to...*)

10.3 Enquiries about wants (e.g. *Do you want to...?*)

10.4 Gratitude (e.g. *Thank you (very much)*)

10.5 Apologies (e.g. *(Very) sorry*)

10.6 The simplest forms of communication repair (e.g. *Sorry, could you repeat that/speak more slowly, please*)

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and performance

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