

oral skills
written skills

Level	Welcome visitors	Communicate by telephone	Meetings, individual interviews and work groups	Make presentations or speeches	Business / client relations	Negotiate	Socio-professional discussions (with suppliers, colleagues, counterparts, clients)	Give technical explanations	Read professional documents (emails, minutes, reports, contracts)	Draft professional documents (emails, minutes, reports, contracts)	Instructions, directives (security instructions, maintenance manuals, etc.)
0.5 Beginner	Use basic forms of politeness	N/A	N/A	N/A	N/A	N/A	Use basic forms of politeness	Identify repetitive words and reproducing them	have an overall understanding of very simple documents	N/A	Understand the gist of very simple documents
1 Virtual beginner	Welcome visitors in a simple manner and direct them towards their contacts with model expressions	Take simple messages and transfer calls	N/A	N/A	Use sentences and participate in limited discussions	N/A	Discuss in a very simple manner known subjects	Use technical vocabulary, but oral discussions are still difficult	Read texts of a predictable nature in an area of expertise	Answer short and reiterative messages	Recognise "technical" terminology linked to the activity
1.5 Elementary	Communicate with a very simple syntax on everyday subjects	Ask simple questions	Understand the gist of things and express oneself with hesitation	Make a short and simple presentation if the talk is completely "learned by heart"	Discuss known subjects if the language is simple and the interview prepared	Participate in one-to-one discussion with prior preparation and without any unforeseen events	Partake in simple and everyday discussions	Answer simple requests	Understand the gist of most written correspondence linked to the activity	Draft in simple terms: faxes, e-mails or notes	Understand and draft simple instructions, which need to be checked by another person
2 Survival	Welcome visitors and communicate in a simple manner	Reply to simple requests for information	Speak in a clear and simple manner to express one's point of view. Discussions are possible in small groups but not fluent	Make a short and simple presentation with prior preparation. Oral communication is not yet very spontaneous	One-to-one communication with preparation	participate in simple negotiation without too many difficulties, notably in one-to-one situations	Participate in informal discussions in a more self-assured way	Comment on the technical specificities of one's professional activity in a short and simple manner without going into detail	Read all types of professional documentation which relates to one's activity	Draft professional documents, using a dictionary	Understand and draft instructions and directives linked to the activity sector
2.5 Confirmed survival	Give information to visitors but with syntactical mistakes	Show greater independence in discussions	Communicate in a more independent manner. Difficulties still remain in a group or with multiple contacts	Give a simple presentation in front of a small number of people. Questions / answers are still difficult	Master basic professional vocabulary	Negotiate with more finesse, but still with difficulties when facing multiple contacts	Participate with ease of expression in socio professional discussions	Use the technical vocabulary of one's speciality and know how to present pre-defined elements	Read all type of professional documentation, of a varied nature (using a dictionary where necessary)	Draft short documents with ease	Understand and draft more complex instructions with errors of syntax
3 General autonomy	Take responsibility for visitors without difficulty	Communicate by telephone with greater precision	Carry out interviews. Participate in work groups effectively. Meetings are still difficult if there are many participants	Give a clear and detailed presentation on a precise subject. Answer questions (anticipated) in a more self-assured manner	Partake in discussions which are relatively independent and precise	Carry out negotiations effectively in small groups, in an organised context	Communicate in varied situations as long as the contacts express themselves in everyday language and without pronounced accents	Give technical explanations in a self-confident manner	Read different types of documents with ease	Manage complex written messages more effectively (defend one's point of view, etc.)	Understand all types of instructions; drafting is still difficult
3.5 Professional autonomy	Participate in discussions with ease and precision	Communicate by telephone without fear	Communicate in a meeting self-confidently and precisely	Make a presentation without feeling apprehensive	Clearly express one's opinions in one-to-one discussions, in meetings and on the telephone	Negotiate in a relatively independent and precise manner	Discuss any subject easily and spontaneously, irrespective of the contact	Talk spontaneously about technical subjects	Read with autonomy	Effectively and with facility, draft reports, minutes, slides etc. for internal use	Draft technical manuals almost autonomously
4 Operational	take the initiative in discussions in order to steer the conversation	Communicate by telephone on subjects outside the known and usual context	Lead a meeting and integrate oneself in multicultural work groups.	Show autonomy in making presentations	Grasp subtleties and understand cultural differences	Effectively manage negotiations (master the appropriate language, defend one's point of view)	Grasp subtleties and understand cultural differences (humour, things left unsaid, etc.)	Give technical presentations before a large public	Read and know how to summarise documents	Draft documents with precision for use by third parties	Draft instructions precisely and autonomously
4.5 Advanced	Adapt to any difficulty which may present itself in situations linked to this skill	Very good command, irrespective of the origin of the call	Participate effectively in international meetings	Defend one's point of view before a large group	Participate in discussions using appropriately nuanced language	Negotiate on an international level with multicultural contacts	Perfect command of all socio-professional situations	argue one's position confidently and answer any technical question	At ease with written documents, more detailed explanations are assimilated	Precisely and autonomously draft reports, minutes and slides for both internal and external use	Understand and draft without any difficulty all directives
5 Perfect command	Master all situations linked to this skill, irrespective of the contact's origin (internal or external)	Totally at ease during telephone calls, capable of reacting and contributing during discussions between several contacts and for prolonged periods	Host conferences, setting the pace	Completely master the art of making presentations	Feel at ease in all situations thanks to command of the language	Perfectly manage negotiations in all stages, including that of "closing"	Perfect command of all socio-professional situations	Master one's argumentation and confidently answer any technical question	Perfectly at ease in this area, any subtlety of syntax and presentation is identified and understood	Precisely and autonomously draft reports, minutes and slides for both internal and external use	Understand and draft without any difficulty all directives