

ORAL PROFICIENCY LEVELS IN THE WORKPLACE

ACTFL Level	Language Functions	Corresponding Professions/Positions*	Examples of Who Is Likely to Function at This Level?
Superior	<i>Discuss topics extensively, support opinions, hypothesize. Deal with linguistically unfamiliar situation</i>	University Language Professor, Financial Services Marketing Consultant, Foreign Area Officer, Lawyer, Judge, Court Interpreter	<ul style="list-style-type: none"> Well-educated native speakers Educated language learners with extended professional and/or educational experience in the target language environment
Advanced High	<i>Narrate and describe in past, present and future and deal effectively with an unanticipated complication</i>	Physician, Human Resources Communications Consultant, Financial Services Senior Consultant, Quality Assurance Specialist, Marketing Manager, Financial Advisor, Broker, Military Linguist, Translation Officer	<ul style="list-style-type: none"> Language learners with graduate degrees in language or a related area and extended educational experience in target environment
Advanced Mid		Banking and Investment Services Customer Service Representative, Fraud Specialist, Account Executive, Medical Interpreter, Patient Advocate, Court Stenographer, Court Interpreter, Human Resources Benefits Specialist, Technical Service Agent, Collection Representative, Estimating Coordinator	<ul style="list-style-type: none"> Heritage speakers, informal learners, non-academic learners who have significant contact with language Undergraduate majors with year-long study in the target language culture
Advanced Low		K-12 Language Teacher, Nurse, Social Worker, Claims Processor, Police Officer, Maintenance Administrator, Billing Clerk, Legal Secretary, Legal Receptionist, 911 Dispatcher, Consumer Products Customer Services Representative, Retail Services Personnel	<ul style="list-style-type: none"> Undergraduate language majors
Intermediate High	<i>Create with language, initiate, maintain and bring to a close simple conversations by asking and responding to simple questions</i>	Policeman, Fireman, Utilities Installer, Auto Inspector, Aviation Personnel, Missionary, Tour guide	<ul style="list-style-type: none"> Language learners following 6-8 year sequences of study (AP, etc.) or 4-6 semester college sequence
Intermediate Mid		Cashier, Sales clerk (highly predictable contexts), Receptionist	
Intermediate Low		Housekeeping Staff	<ul style="list-style-type: none"> Language learners following 4 year high school sequence or 2 semester college sequence Language learners following an immersion language program in grades K-6
Novice High	<i>Communicate minimally with formulaic and rote utterances, lists and phrases</i>		<ul style="list-style-type: none"> Language learners following content-based language program in grades K-6
Novice Mid			<ul style="list-style-type: none"> Language learners following 2 years of high school language study
Novice Low			

* The levels of proficiency associated with each of the positions above are minimal levels of oral proficiency based on task analyses. The minimal levels were determined by subject matter experts from companies and agencies who use ACTFL proficiency tests.