



At this Benchmark, I can:

- communicate with confidence in most daily routine social, educational and work situations
- present concrete and some abstract information on a range of familiar topics
- use an adequate range of grammatical structures in connected discourse

Interacting with Others

- Participate in less routine social conversations for most everyday purposes.

For example:

- comfort someone in distress
- introduce guest speakers formally to a group

- Make short professional phone calls.

For example:

- reassure a customer that his/her order will arrive on time

Giving Instructions

- Give instructions and directions for a broad range of technical and non-technical tasks, procedures, and processes.

For example:

- give detailed, multistep instructions to a student on how to conduct a science experiment

When:

- I speak face-to-face, online, on the phone, or in familiar or unfamiliar groups
- the situation is informal to formal

Getting Things Done

- Propose or recommend solutions to problems in familiar areas.

For example:

- respond to a customer complaint, providing various suggestions to resolve it

Sharing Information

- Give detailed information one-on-one and in small group discussions or meetings.

For example:

- participate in a performance review with an employer

- Give presentations (up to about 20 minutes long) on familiar, concrete, or abstract topics based on research.

For example:

- research and present on a political process for a course

