

ORAL PROFICIENCY LEVELS IN THE WORKPLACE

ACTFL Level	Language Functions	Corresponding Professions/Positions*
Superior	<i>Discuss topics extensively, support opinions, hypothesize. Deal with linguistically unfamiliar situations and unexpected complications. No patterns of error emerge and minimal sporadic errors in low-frequency or complex structures are present, but in such a way, that they do not distract from their message.</i>	Attorney, Court Interpreter, Financial Services Marketing Manager, Foreign Area Officer, Judge, University Language Professor
Advanced High	<i>Narrate and describe in past, present, and future. Deal effectively with an unanticipated complication with sufficient control of structure and vocabulary to be understood by most anyone.</i>	Account Executive, Broker, Financial Advisor, Human Resources Communications Manager, Insurance Manager, Interpreter, Marketing Manager, Military Linguist, Physician, Quality Assurance Specialist, Researcher/Analyst, Social Services Case Manager, Translation Officer
Advanced Mid		Account Executive, Banker, Banking and Investment Services Manager, Customer Service Representative, Banking Manager, Collections Representative, Court Stenographer, Credit & Loan Advisor, Customer Service Agent, Facilities Manager, Financial Advisor, Fraud Specialist, Human Resources Benefits Specialist, Interpreter, Marketing Manager, Medical Interpreter, Mental Health Specialist, Patient Advocate, Program Executive, Recruiter, Researcher/Analyst, Sales & Marketing Representative, Social Service Case Manager, Technical Service Agent
Advanced Low		911 Dispatcher, Accounting Coordinator, Banker, Banking Manager, Billing Clerk, Call Center Representative, Claims Processor, Consumer Products Customer Services Representative, Credit & Loan Advisor, Customer Service Agent, Customer Service Interpreter, Employee Trainer, Financial Advisor, Flight Attendant, K-12 Language Teacher, Legal Receptionist, Legal Secretary, Maintenance Administrator, Maintenance Technician Supervisors, Nurse, Police Officer, Program Executive, Researcher/Analyst, Retail Services Personnel, Sales & Marketing Representative, Social Service Case Manager, Social Service Receptionist, Social Worker
Intermediate High	<i>Create with language, initiate, maintain, and bring simple conversations to a close by asking and responding to simple questions with sentence-length discourse. Their communication will include errors that may, at times, distract from their message but they can usually clarify their message, as needed.</i>	Administrative Assistant, Auto Inspector, Aviation Personnel, Banking Manager, Conductors (Bus/Train), Custodian, Customer Service Agent, Employee Trainer, Facilities Manager, Firefighter, Flight Attendant, Insurance Manager, K-12 Language Teacher, Maintenance Technician, Missionary, Nurse, Police Officer, Receptionist, Sales Support Representative, Social Worker Assistant, Tour Guide, Utilities Installer
Intermediate Mid		Cashier, Customer Service Agent, Salesclerk (highly predictable contexts), Technicians (equipment maintainers), Truck Driver
Intermediate Low		Customer Service Agent (incidental target language use), Housekeeping Staff
Novice High	<i>Communicate minimally with formulaic and rote utterances, lists, and phrases. Their communication will include many errors and require a very sympathetic interlocutor for successful communication.</i>	No functional professional working ability
Novice Mid		
Novice Low		

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

WRITING PROFICIENCY LEVELS IN THE WORKPLACE

ACTFL Level	Language Functions	Corresponding Professions/Positions*
Superior	<i>Compose most of the formal and informal communications, thorough summaries, reports, and research papers on a range of social, academic, and professional themes that can move beyond the concrete to the abstract with a high degree of control of grammar and syntax, spelling or symbol production, cohesive devices, and punctuation with no pattern of error.</i>	Attorney, Court Interpreter, Financial Services Marketing Manager, Foreign Area Officer, Judge, University Language Professor
Advanced High	<i>Write routine informal and some formal correspondence, as well as narratives, descriptions, and summaries of a factual nature. Elaborate and paraphrase to enhance clarification and narrate and explain in the three main time frames of the past, present, and future with good control of the most frequently used structures and generic vocabulary.</i>	Account Executive, Paralegal, Project Coordinator, Researcher/Analyst, Translator
Advanced Mid		Banker/Teller, Banking Manager, Credit and Loan Advisor, Customer Service Agent, Executive Leader, Facilities Manager, Financial Advisor, Researcher/Analyst, Sales & Marketing Representative, Social Worker, Translator (predictable contexts)
Advanced Low		Hospitality Customer Service Agent, Receptionist, Social Services Administrative Assistant
Intermediate High	<i>Write simple messages and letters, information requests, and notes—all practical writing tasks. Respond to simple questions or requests, generally in the present time with basic vocabulary and structures in language that is generally comprehensible, potentially with some clarification needed.</i>	Accounting Coordinator, Administrative Assistant, Call Center Representative, Consumer Product Customer Service Agent
Intermediate Mid		Customer Service Agent (incidental target language use)
Intermediate Low		
Novice High	<i>Produce lists and notes, primarily by writing words and phrases. Transcribe familiar words or phrases, copy letters of the alphabet or syllables of a syllabary, or reproduce basic characters with some accuracy.</i>	No functional professional working ability
Novice Mid		
Novice Low		

*The levels of proficiency associated with the positions above are minimal levels of writing proficiency, most of which are based on LTI task analyses, where the minimal levels were determined by subject matter experts from companies and agencies who use ACTFL proficiency tests.