



Grant Agreement No: 2008 –
4466 / 001 – 001

Project No. 143512-BG-2008-
KA2-KA2MP



Education and Culture DG

Lifelong Learning Programme

This project has been funded with support from the European Commission



COUNCIL OF EUROPE CONSEIL DE L'EUROPE

European Language Portfolio for Deaf and Hard of Hearing People

EMPLOYER'S GUIDE



With the support of the Lifelong Learning Programme of the European Union.
This product reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

Employer's Guide

Employer's Guide to the European Language Portfolio for Deaf and Hard of Hearing People

Introduction to the European Language Portfolio

The European Language Portfolio (ELP) is a record of language skills and abilities at various levels. Its purpose is to show employers the range of foreign language competence of the holder.

This version of the ELP is specifically for Deaf and Hard of Hearing People (the ELP DHH). In order to achieve a particular level of ability in any language skill, the performance of a deaf and hard of hearing person must match the internationally agreed norms and standards which apply to everyone. The key document for employers is the *Language Passport*, which provides a short summary of the language skills, the levels of ability and the range of languages of an individual ELP DHH holder. Employers can use the *Language Passport* to quickly assess an employee's suitability for any foreign language task.

The languages included in the ELP DHH could be any of these:

- languages which people learn formally (e.g. at school, at college, or on a study visit)
- languages which are learned from experience (e.g. through travel, a hobby, or work)
- languages of the family or community
- in certain circumstances, the mother tongue (the language people grow up with)

The ELP DHH is registered with the Council of Europe. The levels of ability and competence described in the ELP are written to an agreed international standard, available in any language of Europe. The ELP provides a convenient summary for individuals to demonstrate their language ability to you as an employer.

Although the documentation comes from Europe, it can be used to record abilities in any language in the world. It is therefore a useful document for migrant workers, whose range of languages and skills might be unknown to an employer.

Benefits to the employer

The ELP DHH allows an employer to see at a glance what an employee is able to do in any language. For example, a person may be able to read service manuals or import documentation in three languages, but be good at welcoming foreign guests in just one language. A switchboard operator may be able to deal with incoming calls in five languages, but cannot write much in any of them. The ELP DHH allows an employer to match a work task to a particular employee.

Employees often have hidden talents, because of travel, family background, personal interest, or even formal qualifications that they have almost forgotten. Especially when dealing with deaf and hard of hearing people, it is important to discover the full range of abilities which a person has.

Training

The information in the ELP DHH is useful for personnel managers, human resources development officers, mentors and any others involved in training or induction for staff.

Contents of the ELP DHH

The ELP DHH has three main sections, briefly explained below.

The Language Passport

The Language Biography

The Language Dossier

There is also a variety of supporting documents, such as this Employer's Guide, which explain the European Language Portfolio for Deaf and Hard of Hearing People in more detail. There are hyperlinks to these documents below.

The ***Language Passport*** is the main document for easy reference. It is a summary of the language skills, the levels of ability and the range of languages of an individual ELP DHH holder.

Employers should use the *Language Passport* to quickly assess an employee's suitability for any foreign language task.

Some examples of different skills and levels of ability are given below in the *Table of Skills, Levels of Ability, and Tasks & Activities*.

The ***Language Biography*** gives an account of how the holder gained the skills and competences in foreign languages which they have.

The ***Language Dossier*** contains evidence for the claims in the Language Passport. A suitably qualified person (teacher, employer) may have signed off some items; others can be collected by ELP DHH holders as part of their personal history.

Table of Skills, Levels of Ability, and Tasks & Activities

Communication skills are divided into five groups in the Table. It is easy to see which skills are necessary in a work environment; many tasks require a combination of skills.

- Reading
- Writing
- Speaking with other people
- Making announcements and speeches
- Understanding what people say

The table uses six levels of ability grouped in pairs:

Basic User (A1, A2), Independent User (B1, B2) and Proficient User (C1, C2).

With examples of frequent tasks and activities carried out at each level.

This is a shortened version of the ELP DHH set of descriptors of competence in foreign languages, and full details are in the holder's Language Biography.

Further Details:

Deaf Port ELP DHH website: <http://www.deafport.eu/>

Useful Links:

Deaf Port ELP DHH website: <http://www.deafport.eu/links.html>

TABLE OF SKILLS, LEVELS OF ABILITY, AND TASKS & ACTIVITIES		
SKILLS	LEVELS	FREQUENT TASKS & ACTIVITIES
Reading	Basic User A1, A2	labels and packaging on goods; standard forms
	Independent User B1, B2	business letters; instructions; specifications
	Proficient User C1, C2	import & export forms; official correspondence from government departments, regulatory bodies
Writing	Basic User A1, A2	directions, meeting places and times; simple text messages or emails; foreign addresses
	Independent User B1, B2	complaints; notes of meetings; points for a progress report
	Proficient User C1, C2	extended reports about work, with references to technical or specialist matters; describe problems; outline action plans and solutions
Speaking with other people	Basic User A1, A2	meeting and greeting; basic goods and services, such as tickets; dates and times; where people, places or things are
	Independent User B1, B2	give information about work and respond to follow-up questions; make enquiries and follow them up
	Proficient User C1, C2	work and employment, using specialist terminology; arguments, proposals and points of view
Making announcements and speeches	Basic User A1, A2	introductions; simple arrangements, such as a meeting time and place; welcome, thanks or congratulations
	Independent User B1, B2	present myself (e.g. at an interview) and talk about my career to date; relay instructions and arrangements
	Proficient User C1, C2	formal presentations about my work and employment, taking questions from the audience if appropriate.
Understanding what people say	Basic User A1, A2	key words in announcements; simple answering messages; information about work (e.g. products) and places (e.g. destinations); travel times; addresses and phone numbers.
	Independent User B1, B2	problems at work (e.g. causes of mechanical or electronic malfunctions); TV news; instructions (e.g. repair something)
	Proficient User C1, C2	details of professional or technical matters; arguments and advice on dealing with specific issues