

Company CAN DOs

LISTENING

LISTENING TO CLIENTS AND COLLEAGUES

A2	<ul style="list-style-type: none"> • Can understand what is said clearly, slowly and directly to him/her in simple, everyday conversation. • 在日常簡單對話中，能理解對方(他/她)以清楚地、緩慢地、直接方式陳述的話。
B1	<ul style="list-style-type: none"> • Can follow clearly articulated speech directed at him/her by a colleague or business contact in regular conversation, although he/she will sometimes need to ask for repetition of particular words or phrases. • 在正常對談中，能聽懂同事或業務聯繫人所清楚表達的言論，雖然(他/她)有時需要請對方複述的特定單字或片語。
B2	<ul style="list-style-type: none"> • Can understand in detail what is said to him/her in standard English even in a noisy environment. • 即使在嘈雜的環境中也能理解對方使用標準英語所陳述的細節。 • Can understand proficient speakers talking at natural speed in extended conversation on most general topics or topics related to his/her professional area, even in a noisy environment. • 即使在嘈雜的環境中也能理解英語精通者針對最一般性的主題或與其(他/她)相關的專業領域主題用自然速度延展其說話的內容。
C1	<ul style="list-style-type: none"> • Can understand in detail what foreign colleagues or clients say to him/her, even when talking about cultural, abstract or complex topics beyond his/her field of expertise, though may need to confirm details occasionally if the accent is unfamiliar or strong. • 能理解外國同事或客戶對(他/她)所說的細節，即使談論到超出其(他/她)專業知識領域外如有關文化的、難懂的、或是複雜的主題，如果有不熟悉或強烈的口音時，有時候需要與對方確認其所說內容。 • Can pick up on allusive, ironic, joking or emotional usage, as well as what speakers are implying rather than stating explicitly. • 能了解引經據典的、諷刺性的、玩笑式的或情緒性的用法，亦能聽懂講者的言外之意。
C2	<ul style="list-style-type: none"> • Can understand virtually all of what any native or proficient speaker says to him/her including things of an abstract, complex or specialist nature beyond his/her field. However, he/she may need a little time to adjust if the speaker has an unfamiliar accent or uses elements of his/her regional dialect. • 能理解幾乎所有以英語為母語或精通的講者所敘述其包括抽象、複雜的事物或超出其

(他/她)專業領域的事物。如果講者有(他/她)不熟悉的口音或使用(他/她)地區的方言時，(他/她)可能需要一點時間來適應。

LISTENING TO PRESENTATIONS AND SEMINARS

A2	<ul style="list-style-type: none">• Can understand the general meaning of a presentation on a topic related to his/her field if the language is simple and backed up by visuals.• 在簡單的語言輔以視覺資訊的簡報中，能理解有關於(他/她)專業領域中簡報主題的意思。
B1	<ul style="list-style-type: none">• Can follow a presentation or talk in his/her area of expertise, understanding explanations with reference to a familiar type of product/service provided that the talk is straightforward and clearly structured.• 在講座內容是簡單和架構明確的簡報或演講中，能聽懂涉及在(他/她)專業領域中的內容，並理解所引用類似產品/服務種類之解釋。• Can follow in outline straightforward short talks on topics within his/her broader field of expertise or experience if these are delivered in clearly articulated speech• 在發表清晰明白且提要直接之簡短演說中，能聽懂比(他/她)專業領域或經驗更廣的主題。
B2	<ul style="list-style-type: none">• Can follow a presentation or demonstration concerning a product or service.• 能按照簡報做有關的產品或服務的示範。• Can understand the key points of a talk, report or professional presentation related to his/her field even where the speaker uses complex ideas or language and technical terminology.• 即使講者使用複雜的論點或語言甚至是技術性術語也能理解演講、報告或在其領域的專業簡報的重點。
C1	<ul style="list-style-type: none">• Can easily follow a complex talk, report or professional presentation in his/her field and catch intended irony, allusion, humor or the attitude of speaker even when not explicitly stated.• 可以輕鬆地聽懂複雜的演講、報告或在其領域的專業簡報，並能理解諷刺性、典故的、幽默的或講者未明白表示的態度。
C2	<ul style="list-style-type: none">• Can follow a talk or presentation on a specialized topic in which the speaker employs a high degree of colloquial language, regional usage or unfamiliar terminology.• 能聽懂講者使用高度口語化的語言，地區性用語或不熟悉的術語做專門主題的演講或簡報。

READING CORRESPONDENCE

A2	<ul style="list-style-type: none"> • Can understand short, clearly-worded emails from work contacts that contain a personal message, such as greetings, thanks or well-wishing. • 能理解與工作聯繫之包含個人訊息的簡短、措辭明確的電子郵件，例如問候、感謝或祝福。 • Can understand basic standard emails related to routine and familiar activities, such as orders or simple enquiries. • 能理解有關於例行工作和熟悉的活動之基本一般性電子郵件，例如訂單和單純詢問事宜。
B1	<ul style="list-style-type: none"> • Can understand and act on a standard email or letter, for example, an order, complaint, appointment, enquiry, routine email from a hotel, etc. • 能理解一般性電子郵件或信件並按照內容行事，如訂購，申訴，預約，詢問，飯店寄來的例行性電子郵件等。 • Can understand the general meaning of non-routine emails or letters related to his/her work area. • 能理解有關於(他/她)的工作領域裡之非例行事務的電子郵件或信件的一般含義。
B2	<ul style="list-style-type: none"> • Can read quickly through emails and letters relating to his/her professional field, regardless of length, and understand the essential meaning. • 能快速閱讀與於(他/她)的工作領域有關的電子郵件和信件，無論內容長短皆能了解基本的含義。 • Can understand the meaning of non-routine letters or emails even when expressed in non-standard language if related to his/her job area. • 能理解與(他/她)的工作領域相關的電子郵件或信件的含意，即使其內容係屬非例行工作且用非一般性詞彙表達。
C1	<ul style="list-style-type: none"> • Can understand the meaning and tone of virtually any correspondence, even lengthy emails, letters or memos expressed in non-standard language. • 能理解幾乎任何通信的含意與語氣，即使是冗長的電子郵件、信件、或用非一般性詞彙呈現的備忘錄。
C2	<ul style="list-style-type: none"> • Can understand correspondence including emails, letters, etc of a specialist nature, for example, those dealing with contract disputes or other detailed legal points, etc, in so far as he/she has the required specialist knowledge. • 在(他/她)具備所需的專業知識範圍內，能理解包含電子郵件，信件等的專業通信，例如處理合約糾紛或其他詳細的法律論點等通信。

**READING QUICKLY TO GET AN OVERALL UNDERSTANDING
OR FIND SPECIFIC INFORMATION**

A2	<ul style="list-style-type: none"> • Can find specific, predictable information in texts regularly encountered in working life, such as advertisements, menus, timetables, reference lists and prospectuses. • 能從日常工作中經常接觸的文本中，如廣告、選擇單、時刻表、參考清單和說明書中找出特定可預期的資訊。
B1	<ul style="list-style-type: none"> • Can scan longer texts such as reports, articles, agreements, etc and find and understand relevant or required information in order to fulfill a special task, for example, prepare a presentation or verbal report. • 能瀏覽較長的文本，如報告、文章、協議等，並能找出並理解其相關或所必需的資訊，以便履行特定任務，例如，準備一份簡報文稿或口頭報告。 • Can find relevant or required information in materials routinely encountered in the workplace, such as brochures, web pages, etc. • 能從職場例行處理的資料中找到相關或所需的資訊，如廣告冊、網頁等。
B2	<ul style="list-style-type: none"> • Can read quickly through long, complex reports, publicly available information from companies or governments, research papers, articles, detailed product/service information, etc and find necessary information for purposes such as preparing a report or presentation. • 能迅速讀完公司或政府冗長且複雜的公開資訊，研究論文、文章、詳細產品/服務資訊等文本，並找出準備報告或簡報所需的必要資訊。
C1	<ul style="list-style-type: none"> • Can read quickly through long, complex reports, publicly available information from companies or governments, research papers, articles, detailed product/service information, etc on topics outside his/her field of expertise and find necessary information for purposes such as preparing a report or presentation. • 能迅速讀完公司或政府冗長且複雜的公開資訊，研究論文、文章、詳細產品/服務資訊等與(他/她)專業領域以外的文本，並找出準備報告或簡報所需的必要資訊。
C2	<ul style="list-style-type: none"> • As for C1

CONVERSATION WITH CLIENTS OR COLLEAGUES

<p>A2</p>	<ul style="list-style-type: none"> • Can manage straightforward social contact using simple and polite forms of greeting, address or farewell, express thanks and make simple introductions. Can make or respond to simple offers (eg 'Would you like some coffee?'), invitations, apologies, etc. • 在社交聯繫中，能使用簡單和禮貌形式的問候語、談吐、告別、表達感謝和簡單的介紹。能針對簡單提議（如你想要喝咖啡嗎）、邀請、道歉等做出回應。 • Can participate in a short conversation in routine situations and on common and familiar topics but will need to rely on the other participant(s) to keep the conversation going. • 能參與日常生活情況和一般熟悉主題的簡短對話，但需要依賴其它參與者保持談話的進行。
<p>B1</p>	<ul style="list-style-type: none"> • Can welcome a visitor and engage in limited conversation for a short period of time, for example asking about a visitor's journey, hotel, experiences in the country/city so far, etc. • 能歡迎訪客和在短時間內從事有限的談話，例如詢問訪客的旅程，飯店，在這個國家/城市的經驗等。 • Can maintain his/her side of a conversation on a familiar topic, but may be difficult to follow at times. Can express and respond to feelings such as surprise, excitement, interest, happiness, sadness, etc. • 在熟悉的主題上，能保持(他/她)方談話，但是有時可能會覺得不易聽懂對方的話。能表達和回應如驚喜、興奮、興趣、快樂、悲傷等感覺。
<p>B2</p>	<ul style="list-style-type: none"> • Can participate actively and naturally in an extended conversation on most general topics, even in a noisy environment, and convey degrees of emotion where appropriate. • 即使是在吵雜的環境中，能針對最一般性主題主動且自然地參與的持續性談話，也能適當的表達情感。 • Can maintain relationships with foreigners and interact with them in a way that does not unintentionally irritate or amuse them. • 能維持和外國人的關係，在與其互動中亦不會無意地激怒或消遣他們。
<p>C1</p>	<ul style="list-style-type: none"> • Can engage in a conversation on a wide range of topics as well as topics related to sensitive or complex aspects in his/her professional area. • 能從事範圍廣泛主題的對話，且能在其(他/她)的專業領域中針對敏感或複雜方面之部分進行對談。 • Can interact naturally with people from other cultures, deal with less familiar accents and use language effectively in social encounters, even for purposes such as expressing emotion appropriately, stating sensitive information indirectly and making jokes. • 能自然地與來自不同文化的人互動，應付較不熟悉的口音，並於不同場合中，有效地使用語言交際，能適當地表達情感、間接地陳述敏感資訊和開玩笑等目的。
<p>C2</p>	<ul style="list-style-type: none"> • Can interact naturally with proficient English speakers. Can employ a good range of colloquial

	<p>and idiomatic expressions and be confident they what he/she says will be interpreted in the way it was intended.</p> <ul style="list-style-type: none"> • 能自然地與英語精通者互動，能使用各式各樣的口語用詞和慣用語句表達，並有自信將自己所要表達與對方的解讀之意思一致。 • Can entertain with an extended anecdote which includes description of complex situations or nuanced feelings or responses of protagonists, and which is delivered it in a natural, effortless flow of speech. • 能描述冗長之趣事娛樂他人，除能描述複雜的情境，微妙的感覺或其中所述主角之應答，並能自然輕鬆地敘述趣事之內容。
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PRESENTATIONS

A2	<ul style="list-style-type: none"> • Can give a short rehearsed presentation on a straightforward topic related to his/her job function and for an internal audience familiar with the subject, eg a brief progress report to a manager. • 能針對其有關(他/她)工作職責直接相關之主題，針對熟悉這主題的內部觀眾做一個預先練熟之簡短的簡報，例如向經理作簡短的進度報告。
B1	<ul style="list-style-type: none"> • Can give a straightforward prepared presentation making the main points understood when talking about a topic related to his/her work area, such as a verbal report on a situation in his/her department, a simple company introduction or a straightforward product presentation. • 能於有關於(他/她)工作領域的主題作直接的簡報中，使其簡報之重點能與會者了解，例如在口頭報告中說明在(他/她)部門裡的情況，一個簡單的公司介紹或產品陳述。 • Can take follow up questions, though may need to ask for repetition or reformulation if the speech was rapid, in an unfamiliar accent, or contains unfamiliar vocabulary. • 能理解後續的問題，如果對方講話十分迅速，用不熟悉的口音或詞彙時，可能需要請對方複述或重新闡述。
B2	<ul style="list-style-type: none"> • Can give a clear prepared presentation related to his/her job area which gives reasons for or against a particular point of view or gives the advantages or disadvantages of different options, eg outlining the features or benefits of a product/service, making a case for the selection of one vendor over another, or making a case for increasing headcount. • 有關於其(他/她)的工作領域中能給一份清楚的簡報，針對特定論點提供支持或反對之理由或不同意見提供優劣點，例如概述一個產品/服務的特色或好處，證明選擇不同賣家或增加員工人數的理由。 • Can deal with predictable follow up questions with a reasonable degree of spontaneity and fluency. • 能用適度自然且流暢方式說明其處理所預料之後續相關問題。
C1	<ul style="list-style-type: none"> • Can be relied on to make a clear, well-structured presentation of a complex subject, even in high-stakes situations or for an important audience, eg a presentation as part of a bid for a contract, or a presentation to an official body.

	<ul style="list-style-type: none"> • 即使在高風險的情況或有重要觀眾情形下，能賴其針對複雜的主題作一份清楚、結構完整的簡報，例如完成合約中的所要求之簡報或向官方機構做一份簡報。 • Can deal smoothly and effectively with interjections and unexpected follow up questions. • 能用感嘆詞語流暢且有效地處理非預期之追加問題。
C2	<ul style="list-style-type: none"> • Can give a presentation on a complex topic confidently and articulately to a non-specialist audience, structuring and adapting the talk flexibly to meet the audience's needs. • 能自信地和清晰地對非專業人士作一份針對複雜的主題的簡報，能靈活地組織和調整簡報陳述以滿足觀眾的需求。 • Can give a talk on a complex topic effectively conveying finer shades of meaning and ensuring there is no ambiguity in what he/she intends to communicate. • 能針對一個複雜的主題有效地演講，能表達細微的差異並確保其表達之意並無模糊不清之處。 • Can deal effectively with hostile questions, or questions delivered in an unfamiliar accent. • 能有效地應付敵對或用不熟悉的口音表達的問題。

SURVIVAL SITUATIONS

A2	<ul style="list-style-type: none"> • Can answer routine and predictable questions at immigration, such as 'How long are you staying?', and ask for straightforward information at an information booth, such as how to get from A to B. • 在入境檢查時能回答一般和可預測的問題，例如'你會待多久的時間'和在詢問處問一些簡單的資訊，例如如何從 A 處到 B 處。 • Can deal with straightforward transactions when travelling, such as getting a room in a hotel (face-to-face), ordering a meal in a restaurant, buying a ticket, or making a purchase in a store. • 旅行時能處理簡單的事務，例如在旅館訂一個房間(面對面)，在餐廳點餐，買票，或在商店購物等。
B1	<ul style="list-style-type: none"> • Can deal with most routine situations when on a business trip, eg buying tickets, checking in at a hotel or airport, getting a table, enquiring about items on a menu and ordering in a restaurant, etc • 在外出差時能處理大多數一般情況，例如購票、在旅館或機場報到手續、餐廳訂位、詢問菜單上的餐點和在餐廳點餐等。 • Can deal with straightforward problems such as making a complaint about a hotel room or service in a restaurant, or deal with having been incorrectly charged for a product or service. • 能處理簡單的問題，例如投訴有關飯店的房間或餐廳的服務問題，或解決有關產品或服務錯誤收費情形。
B2	<ul style="list-style-type: none"> • Can argue or complain effectively about most situations that are likely to arise in a restaurant, hotel, etc, and ask effectively for a refund or exchange for faulty goods. Can bargain for what he/she wants and reach an agreement. • 能有效地爭辯或抱怨大多數可能會出現在餐館、酒店等的問題，並有效地要求退費或換掉有瑕

	<p>疵的商品，能透過談判來達成(他/她)想要的協議。</p> <ul style="list-style-type: none"> • Can maintain interaction related to the nature or quality of a product or service, eg finding out details about an item on a menu, or discussing food in a restaurant. • 能針對產品或服務品質有關的事務與對方保持互動，例如找出菜單某品項的細節，或在餐廳裡討論食物。
C1	<ul style="list-style-type: none"> • Can deal effectively and appropriately with most matters likely to arise while on a business trip. • 能有效地和適當地處理大多數的有可能出現在商務旅行中之相關事宜。 • Can deal with complex or sensitive transactions or procedures, eg, transporting an antique or processing a family pet through quarantine. • 能處理複雜或敏感交易或程序，例如運送古董或透過隔離處理家庭寵物的程序。
C2	<ul style="list-style-type: none"> • Can understand and deal with detailed local government regulations or complex terms and conditions of a service, eg applying for tax exemptions, solving problems related to complex financial transactions, or dealing with the theft of a hired car. • 能理解和處理詳細的當地政府規章或複雜的服務條款，例如申請免稅、解決複雜的金融交易問題，或處理租用車輛被偷竊等情形。 • Can effectively assist or act on behalf of a colleague/employee who has been accused of violating local laws, or who has become involved in a dispute with local authorities or individuals. • 當同事/員工被控違反當地法律，或捲入與當地官方或個人的糾紛時，能有效地協助或代表他們處理相關事宜。

WRITING CORRESPONDENCE

A2	<ul style="list-style-type: none"> • Can write short formulaic emails for the most frequent tasks necessary for his/her job function, often copying phrases from a company template or similar emails written by peers, and not always using this language accurately or appropriately. • 能為其(他/她)工作必要職責最頻繁的作業寫出簡短制式化的電子郵件，會經常從公司的範本或同事寫的類似郵件複製措辭，並無法準確或恰當地使用文字。
B1	<ul style="list-style-type: none"> • Can write routine emails necessary for the fulfillment of regular job responsibilities, including responses to requests or enquiries, status updates or for tasks requiring ongoing exchanges such as making plans or cooperating on a project. • 因應完成固定的工作職責所需，能寫例行性電子郵件，包含回應請求或查詢、更新狀態或如因制訂計劃或合作一個專案工作所需要之持續性的往來。
B2	<ul style="list-style-type: none"> • Can write most emails or letters necessary in his/her daily working life, including non-routine emails or letters connected to matters of fact. Can write detailed correspondence offering advice, making suggestions, responding to complaints etc, and reliably explain the views or position of the company. • 在(他/她)日常工作中能寫大多數必要的電子郵件或信件，包含非例行的電子郵件或與事務有關之信件。能詳細的寫出提供意見、做出建議、回應投訴等信件，並確實地解釋公司的立場。 • Can use an appropriate level of formality or directness when dealing with colleagues and clients. • 與同事和客戶打交道時，能使用適度的正式性或直接性詞彙。
C1	<ul style="list-style-type: none"> • Can write most emails or letters he/she is likely to need to in his/her work role and deal effectively with a wide range of routine and non-routine situations in which professional services are requested from colleagues or external contacts. • 在(他/她)的工作角色中，能寫大多數電子郵件或信件，並能有效地處理同事或外部聯絡人因專業服務之各種例行和非例行性情況所提出的要求。 • Can control the level of formality effectively, and can use language precisely when dealing with complex situations, or tactfully in situations requiring sensitivity, eg dealing with clients, competitors or colleagues with a grievance or complaint. • 能掌握正式度以及用精確的文字處理複雜的情況，或能巧妙地應付敏感性之情況，例如面對來自於客戶，競爭對手，同事的抱怨或投訴之情形。
C2	<ul style="list-style-type: none"> • Can write any type of email or letter necessary in his/her work, including those in which complex professional services are required from colleagues or external contacts. • 在其(他/她)的工作職責中，能寫出任何類型的電子郵件或信件，包含同事和外部聯繫人所要求複雜的專業服務。 • Can write correspondence with full control over tone, register and style in order to create the

	<p>right impression on the reader even in sensitive situations.</p> <ul style="list-style-type: none"> 為了讓讀者有適當的印象，即使在敏感的情況下，也能寫出完全掌握信件的語氣、語域和文風。
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WRITING REPORTS, PROPOSALS, MEMOS, ETC

A2	<ul style="list-style-type: none"> Can write very short, simple and routine reports to a standard company format usually consisting of a bullet-pointed list, such as site visit or daily reports. 能用標準公司格式寫出非常簡短、簡單、制式報告，通常包含項目符號的清單，如網站拜訪或每日報告。
B1	<ul style="list-style-type: none"> Can write short, factual reports to a standard company format in which he/she outlines and gives reasons for a situation in his/her department, makes a straightforward recommendation, etc, and successfully conveys the most important point. The report will require checking if it is for senior management or wider distribution. 能用標準公司格式寫出簡短事實性的報告，(他/她)能概述該部門的情況並提供理由和提出簡單的建議等，並能成功地傳達最重要的論點。這份報告如果是給高級管理階層或更廣泛地發佈將需要先經檢查。
B2	<ul style="list-style-type: none"> Can write short to medium-length reports or proposals following a standard company format, as well as reports or proposals for special purposes. 能用標準公司格式寫出中等長度的報告或提案和為特殊用途之報告或提案。 Can write a report synthesizing information from different sources. 能將來自不同的來源資訊綜合寫成一份報告。 Can highlight key points and provide supporting detail when evaluating different ideas or solutions to issues in the company, discussing advantages and disadvantages, or developing a case for or against an idea or point of view. 當評估不同想法或情況針對公司內的問題，討論優勢和劣勢、針對某個想法或觀點舉出支持或反對之事例時，能突顯重點並提供支持之詳細資訊。
C1	<ul style="list-style-type: none"> Can write clear, well-structured reports of virtually any length and for a wide range of purposes, such as detailed recommendations, assessments of the effectiveness of new or existing procedures, performance evaluations of subordinates, etc. 能寫出幾乎任何長度的明確、結構完善給廣泛用途使用的報告，例如詳細的建議，評估新的或現有程序的有效性、部屬表現的績效評估等。 Can qualify statements precisely in relation to degrees of, for example, certainty/uncertainty, likelihood, etc, and can control the overall impression the text makes on the target reader. 能精準地陳述與程度相關之描述，例如確定/不確定，可能性等，並可以掌握目標讀者對文本整體印象。
C2	<ul style="list-style-type: none"> Can write clear, smoothly flowing, complex reports or proposals of any length using an appropriate and effective logical structure that helps the reader find key points. 能寫出任何長度的清晰、流暢，複雜的報告或提案，透過運用適當和有效的邏輯結構讓讀者找到重點。

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| | <ul style="list-style-type: none">• Can write reports in which language is used to be persuasive and convincing, convey finer shades of meaning, give emphasis appropriately and eliminate ambiguity.• 能用文字寫出有說服力和令人信服的報告，傳達更細微差別的含義、適當地強調重點和消除含糊不清的陳述。 |
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