FLUENCY DUTY In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard.

For example, for a new work role, post holders are required to meet the Advanced Threshold Level

Post holders should demonstrate they can:

• Express themselves fluently and spontaneously at length effortlessly.

• Explain difficult concepts simply without hindering the natural smooth flow of language.

• Take responsibility for promoting high standards of literacy, articulacy and the correct use of standard English in the organisation.

“This code of practice aims to help public authorities to meet their obligations under Part 7 of the Immigration Act 2016 and so provide higher quality services to the public. It will help them to provide the appropriate level of spoken English (or English or Welsh in Wales) to be met by public-facing staff.

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This is taken from

https://www.gov.uk/government/publications/english-language-requirement-for-public-sector-workers-code-of-practice