

English for Business

Level 2



Infopack

2009

www.lcciiq.com
info@lcciiq.com

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FAQS (Frequently Asked Questions)

WHO is LCCI and what are LCCI IQs?

LCCI IQ stands for London Chamber of Commerce and Industry International Qualifications. The London Chamber of Commerce and Industry (LCCI) was established in 1887 and LCCI examinations offered by the London Chamber of Commerce and Industry Examinations Board (LCCIEB). In 2003 the LCCIEB merged with an Online Assessment company to create Education Development International (EDI) who now deliver London Chamber of Commerce and Industry International Qualifications (LCCI IQ) through a network of over 4000 registered LCCI IQ centres in 100 countries worldwide. In Germany over 30,000 people take LCCI IQ exams every year through a network of over 200 official LCCI IQ Examinations Centres. The LCCI IQ range of business-related qualifications are trusted and valued by employers worldwide and recognised by universities and professional bodies.

WHAT is English for Business?

The LCCI "English for Business" exam is a practical, task-based examination offered at 5 levels from elementary to advanced and is aligned to the Common European Framework. The qualification consists of a compulsory written examination and optional Speaking and Listening Tests.

WHY choose the LCCI English for Business qualification?

The LCCI English for Business Certificate enjoys a high level of recognition from employers worldwide. Companies in Germany which use and/or recognise English for Business include ABB, Audi, BMW, Bosch, C&A, Deutsche Bank, Ruhrkohle, RWE, Siemens, Sparkasse, Thyssen, Unilever. This high recognition by employers had led to the English for Business Certificate becoming a compulsory component in many Business English courses funded by the Employment Office (Agentur für Arbeit). In November 2007 the magazine **Stiftung Warentest** published its Test Spezial Sprachen Lernen and the opening line of the Business English section stated **"Ein Zertifikat in Wirtschaftsendgisch von der Londoner Handelskammer macht sich gut im Job."** This article has been reproduced and can be obtained free of charge from info@lcciiq.com. Furthermore a certificate in English for Business Level 3 is recognised by a large number of universities as proof of English Language Level for entry purposes.

WHERE can I take the English for Business qualification?

LCCI IQ exams are held in official examinations centres. Worldwide there are over 4,000 Examinations Centres for London Chamber of Commerce and Industry International Qualifications. In Germany there are over 200 Centres which include language schools, business schools, training institutes, management academies, technical colleges, companies, Volkshochschulen and universities. A complete list is published on our website www.lcciiq.com. For details of Centres in other countries contact info@lcciiq.com.

WHEN can I take the English for Business qualification?

English for Business is offered on the worldwide "Series" dates in April, June and November – see www.lcciiq.com. In addition to this EFB is offered On Demand*; the exam dates are totally flexible. This means it is suitable for any course at any time. When you and your candidates are ready, so are we. Registration for On Demand exams is 4 weeks before the exam date.

* An administration (OD) fee is charged for this with the exception of the "Zusatzqualifikation Englisch" offer where no OD fee is charged.

HOW MUCH does the English for Business Qualification cost?

Current prices for all LCCI International Qualifications are published on www.lcciiq.com or will be emailed to you on request. If your pupils are 18 or under they are entitled to a reduced price as part of the LCCI "Zusatzqualifikation Englisch" Offer. Please contact info@lcciiq.com requesting the "Zusatzqualifikation Englisch" Information Pack.

Is there a recommended book?

Yes. The LCCIEB together with the German publisher Logophon Verlag GmbH in Mainz has published a Series of Examination Preparation Books entitled "How to Pass English for Business". The details are:

TITLE	AUTHOR	Publisher	ISBN
How to Pass English for Business Preliminary Level	Mellor, Davison	Logophon/LCCIEB	3-922514-27-8
How to Pass English for Business Level 1	Mellor, Davison	Logophon/LCCIEB	3-922514-28-6
How to Pass English for Business Level 2	Mellor, Davison	Logophon/LCCIEB	3-922514-29-4
How to Pass English for Business Level 3	Mellor, Davison	Logophon/LCCIEB	3-922514-32-4

These books are available from bookshops, internet booksellers or direct from the publisher:

Logophon Verlag GmbH
 Alte Gärtnerei 2, 55128 Mainz
 Tel: 06131 / 71645 Fax: 06131 / 72596
 Email: verlag@logophon.de Website: www.logophon.de

What other support material is available?

Past Paper Packs are available free and can be downloaded from www.lcciiq.com or requested from info@lcciiq.com. Answer Packs are free and are available on request from info@lcciiq.com.

What is involved in the English for Business written exam?

The English for Business exam consists of a compulsory written exam as follows;

ENGLISH FOR BUSINESS COMPULSORY WRITTEN EXAM OVERVIEW					
	Preliminary	Level 1	Level 2	Level 3	Level 4
Length	1 hour 30 mins	2 hours	2 hours 30 mins	3 hours	3 hours
Tasks	<ul style="list-style-type: none"> • Multiple-Choice • Short Answers • True-False • Long Answers • Message Writing 	<ul style="list-style-type: none"> • Memo • Letter • Short Answers • True-False • Form-Filling 	<ul style="list-style-type: none"> • Memo • Letter • Leaflet • Article • Report • Notice • List 	<ul style="list-style-type: none"> • Letter • Report • Reading Comprehension • Message Writing 	<ul style="list-style-type: none"> • Letter • Memo • Summary • Graph Analysis • Reading Comprehension • Writing Task
Format	3 sections. ALL questions must be answered.	4 questions. ALL questions must be answered.	3 questions. Question 1 has 3 options, only <u>one</u> of which must be answered. Question 2 & 3 are compulsory.	4 questions. ALL questions must be answered.	4 questions. ALL questions must be answered.
Structure	<p>Section A (Picture) Multiple-choice Short Answers (35 marks)</p> <p>Section B (Dialogue) True-False questions Long Answers (35 marks)</p> <p>Section C (Writing) Eg Memo / Email / Telephone message (30 marks)</p>	<p>Q1 Letter or Memo (30 marks)</p> <p>Q2 True-False (30 Marks)</p> <p>Q3 Short Answers (20 Marks)</p> <p>Q4 Forms & Diagrams (20 Marks)</p>	<p>Q1 Memo, Leaflet, Article, Report, or Notice (40 Marks)</p> <p>Q2 Letter (30 Marks)</p> <p>Q3 List (or task from Question 1) (30 Marks)</p>	<p>Q1 Letter (25 Marks)</p> <p>Q2 Report (25 Marks)</p> <p>Q3 Reading Comp (25 Marks)</p> <p>Q4 Memo (25 Marks)</p>	<p>Q1 Reading Comp Memo (25 Marks)</p> <p>Q2 Report (25 marks)</p> <p>Q3 Writing Task Graph Analysis (25 Marks)</p> <p>Q4 Writing Tasks using keywords, eg advert, article (25 Marks)</p>
Dates	On Demand* and Series	On Demand* and Series	On Demand* and Series	On Demand* and Series	On Demand* and Series
CEF	A1-A2	A2-B1	B1-B2	B2-C1	C1-C2
Price**	95 Euros	96 Euros	98 Euros	104 Euros	115 Euros

* An administration (OD) fee is charged for this with the exception of the "Zusatzqualifikation Englisch" offer where no OD fee is charged.

** Price valid for exams taken between 1 October 2008 and 30 September 2009

What about the Speaking and Listening Tests?

Candidates may, in addition to the written exam, also register for a Speaking Test and/or Listening Test. The Speaking Test lasts between 11 minutes at Preliminary through to 18 minutes at level 4 and consists of general conversation followed by questions based on a picture or topic sheet. The Listening Test lasts approximately 20 minutes at all levels and is multiple-choice. A free Infopack for each test is available from info@lcciiq.com.

Below is an overview of the Speaking Test.

OPTIONAL SPEAKING TEST					
	Preliminary	Level 1	Level 2	Level 3	Level 4
Length	Preparation 5 mins Warm-up 2 mins <u>Test 4 mins</u> Total 11 mins	Preparation 5 mins Warm-up 2 mins <u>Test 5 mins</u> Total 12 mins	Preparation 5 mins Warm-up 2 mins <u>Test 6 mins</u> Total 13 mins	Preparation 5 mins Warm-up 2 mins <u>Test 8 mins</u> Total 15 mins	Preparation 5 mins Warm-up 2 mins <u>Test 10 mins</u> Total 17 mins
Tasks	<ul style="list-style-type: none"> • General Conversation • Questions and answers based on a picture 	<ul style="list-style-type: none"> • General Conversation • Questions and answers based on a picture 	<ul style="list-style-type: none"> • General Conversation • Questions and answers based on a topic sheet 	<ul style="list-style-type: none"> • General Conversation • Questions and answers based on a topic sheet 	<ul style="list-style-type: none"> • General Conversation • Questions and answers based on a topic sheet
Price**	17 Euros	17 Euros	17 Euros	17 Euros	17 Euros

** Price valid for exams taken between 1 October 2008 and 30 September 2009

Below is an overview of the Listening Test.

OPTIONAL LISTENING TEST					
	Preliminary	Level 1	Level 2	Level 3	Level 4
Length	20 mins	20 mins	25 mins	25 mins	30 mins
Tasks	Multiple-choice Part 1: Question and 3 Answers. Choose the correct answer. Part 2a: Conversation and Comprehension Question Part 2b: Monologue and Comprehension Question	Multiple-choice Part 1: Question and 3 Answers. Choose the correct answer. Part 2a: Conversation and Comprehension Question Part 2b: Monologue and Comprehension Question	Multiple-choice Part 1: Question and 3 Answers. Choose the correct answer. Part 2a: Conversation and Comprehension Question Part 2b: Monologue and Comprehension Question	Multiple-choice Part 1: Question and 3 Answers. Choose the correct answer. Part 2a: Conversation and Comprehension Question Part 2b: Monologue and Comprehension Question	Multiple-choice Part 1: Conversation and 2 questions. Choose the correct answer. Part 2: Monologue and 2 questions. Choose the correct answer.
Price**	17 Euros	17 Euros	17 Euros	17 Euros	17 Euros

** Price valid for exams taken between 1 October 2008 and 30 September 2009

How long before I get my exam results?

All exam scripts are forwarded to the UK to be marked by a team of professional markers. Results and Certificates are usually issued 4 weeks after the date of exam and at the latest 6 weeks after the exam date provided that all exam material was returned to LCCI IQ below on the day of the exam.

Who do I contact for more information?

Find your local LCCI IQ Centre at www.lcciiq.com or contact us:

Germany, Austria, Switzerland, Czech Republic, Slovakia LCCI International Qualifications Platanenstr. 5, 07549 Gera, Germany Tel: +49-365 / 7 38 85 19 Fax: +49-365 / 7 38 85 36 Email: info@lcciiq.com Website: www.lcciiq.com	Rest of World Education Development International International House Siskin Parkway East Middlemarch Business Park Coventry. CV3 4PE. England Tel: +44 (0) 8707 202909 Email: customerservice@ediplc.com Website: www.ediplc.com
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Sample Examination

ENGLISH FOR BUSINESS

Level 2

Subject Code: 2041

Time Allowed: **2 hours 30 minutes**

INSTRUCTIONS FOR CANDIDATES

- Answer **all 3 questions**. You should only answer **one** option in **question 1**.
- All answers should be correctly numbered, but do not need to be in numerical order.
- There is credit for correct spelling, punctuation and grammar.
- You need to communicate appropriately and well.
- Check your work carefully.
- You may use an English or bilingual dictionary.

QUESTION 1

Write on ONE of the following subjects:

Question 1 Option (a)

Setting

Mr Gulam Miah, a director of the firm for which you work, says, "I am concerned that some of our heads of department and team leaders have forgotten how to hold meetings efficiently. Do you realise that many of the meetings here go on for longer than 2 hours? It's ridiculous ... a good chairperson should ... well, I don't need to tell you! Your meetings are excellent. Will you **write a memo** to all heads of department and team leaders? Tell them how to improve their meetings ... mention my name"

Here are some notes that you make:

A good meeting = agenda + precise/clear + everyone participates + **STARTS ON TIME!** - VERY strict on time (AND FINISHES ON - or before - TIME!)

AGENDA - Don't wander away from it - wanted BEFORE the meeting - circulate - (BEFORE MEETING = most important.)

REASON = chance to think about what is to be discussed.

INVOLVE EVERYONE - "What do you think?" "Do we all agree?" etc
CHAIRPERSON keeps discussion relevant. "That's interesting, but can we look at it another time?"

Start on time! Waiting for people = encourage lateness.

Keep it short! Success = participation and decision NOT length of time.

Task

Write the memo.

(40 marks)

QUESTION 1 Option (b)**Setting**

You work at the Head Office of Como Airlines, Via per Cernobbio 28, Como, Italy. Here is an extract from a recent meeting of the Passenger Service team.

- Marco I think we should **write a notice** that can be placed in our Passenger Lounges to explain to our customers the regulations about luggage on our aircraft.
- You What sort of thing do you mean? Something like 20 kg weight limit?
- Marco Yes, that's right, but 20 kg is for Economy Class only ... Is it 30 kg for First Class?
- Manuela No. First Class is now 40 kg. We made the change in April, and we decided that hand luggage ... you know the bags that passengers can carry with them into the cabin ... would be 5kg maximum.
- You That's for everyone isn't it – First and Economy? Can't they also take some little things ... handbag, coat ... something to read ...?
- Manuela Yes ... as long as they are of a reasonable size ... and, of course, not dangerous.
- Marco The notice should prepare passengers for some of the questions that they will probably be asked ... especially about the luggage. I know I still find it a surprise when some of the questions are asked ... about whether I packed the case myself, for example.
- You Yes. I know the questions have got to be asked, but they are upsetting: "Has your bag been out of your sight?" I'm always worried that it might have been!
- Marco The notice should reassure our passengers that these questions are for their own good – safety, security ...
- Manuela I have just thought. They should take with them any medicine that they might need.

You agree to write the notice.

Task

Write the notice.

(40 marks)

QUESTION 1 Option (c)**Setting**

You are employed in a hotel in your own town or city. The manager says to you, "I want an article that I can include in the Hotel's new brochure ... just a short article 4 or 5 paragraphs long ... describing some of the Hotel's facilities and what visitors can see and do in the locality. Will you **write the article** for me?"

The manager writes down some ideas of what you may want to include in the article, but says, "These are only ideas. You can write something completely different if you wish. However, the article must encourage people to visit our area and our hotel."

The manager's ideas:

Hotel

- comfort - gymnasium - food - parking - garden - service - situation etc

Town/surrounding area

- shops - specialities - famous buildings - places nearby etc

Entertainment

- theatres - sports - cinemas - parks - walks etc

Task

Write the article.

(40 marks)

QUESTION 2

You work at Gorway Bank, Walsall. Mrs Rita Cullum, Manager, gives you the following letter and asks you to **write a letter** in reply. She says, "I asked Head Office for information about the £1 coin, but I have not heard anything from them! Will you phone them? I think there is a Special Issues Department ... they should know something! Explain the delay to Mr Blake. ... As for his query about a Savings Account ... I think the *Respite Account* may suit him ... Have a look at the leaflet and see if you agree."

202 Aldridge Road
Walsall
WS2 3CF

14 December ...

Gorway Bank
Lower Gorway Street
Walsall
WS1 6KG

Dear Sirs

Account Number 36690276

Three weeks ago, I wrote to you about an article that I read in a local newspaper. The article said that a new £1 coin would be available soon.

What interests me is that on the reverse of the coin will be a picture of the poet W. H. Auden who was born in 1907. I asked if the Gorway Bank could obtain 400 of these coins for me. As I explained, I am secretary of the United Kingdom Auden Appreciation Society and I would like to give each of our members one of the coins.

In the same letter, I asked if Gorway Bank offered a Savings Account into which I could invest a small sum of money each month. I explained that I would not be able to save the same amount of money every month and that some months I might not be able to save anything.

I would appreciate replies to my questions.

Yours faithfully

Thomas Blake

Thomas Blake

Here are the notes that you made when you phoned the Special Issues Department:

Auden Centenary Coins –Yes!

- available next March

- Auden picture on £1 coin and 50 pence coin.

Orders for coins - before end of January.

You find the relevant extract from the leaflet explaining the *Respite Account*:

Do you want to save money **regularly**?
Do you want a **high rate of interest** on your money?
Do you know that you will sometimes not be able to save?

If you do, Gorway Bank has exactly the account for you –

THE RESPITE ACCOUNT

Agree to save a minimum amount each month.
You can pay any amount above that minimum and
you can even have 3 months in any 12
when you decide not to save anything.

YOU are in CONTROL.

Task

Write the letter.

(30 marks)

QUESTION 3

(Remember that in Question 3 you should use your own words whenever possible.)

SETTING

The Head of the Finance Department says, "I have been asked to talk to trainee finance officers who are studying at a local college. The subject is 'Dealing With Debt'. Can you **write a list** of the main points from this article for me, please? It is exactly the kind of information that I will find useful."

Here is the article:

How a small business can deal with late payment

Small companies have for years been at risk from slow payments by large clients. Serious late payment can even lead to bankruptcy in the worst cases. However, even if the amount owed is small, chasing payment is an everyday task for many small businesses.

To deal with the problem of late payments, there are several things you can consider:

You can print your terms and conditions for payment clearly on contracts. These terms should state the payment period for any invoice - quite often you would expect payment within 30 days, but this could be shorter or longer depending on your type of business. If you do this, no firm can easily use the excuse, "Oh, we are sorry. We did not know when you would expect us to pay."

You can offer a discount for early payment. For example, you can charge £500 + VAT for a service (or product), if the amount is settled within your stated payment period of 28 days, and £475 + VAT, if payment is made within 10 days. This is likely to encourage many clients to pay early. You will of course make less money on each deal, but that is surely better than having a client owing you the whole amount.

If a client has not paid on time, it is essential to pursue the debt. Always try to find a person to contact in the Accounts Department. A person who you have found to be helpful in the past is best, but any named person is better than just the "Accounts Department".

Politely ask for the payment to be made and, if the problem continues, you can consider charging interest on the overdue amount, or in the worst case, threaten the late payer with legal action. In these instances, you will probably not have any more business from that client, but do you really need clients who do not pay?

Task

Write the list.

(30 marks)

English for Business Level 2 Sample Examination Paper Answers

DISTINCTION MARK 75%

CREDIT MARK 60%

PASS MARK 50%

TOTAL 100 MARKS

QUESTION 1

Candidates are asked to answer ONE option for question 1. If candidates answer more than one, only the first option will be marked. At this level it is expected that the script should communicate the message clearly and that the basic grammar is solid.

QUESTION 1 (a) Sample Answer

MEMO

To Team Leaders and Heads of Department
From Your Name
Date Today's Date
Subject: Procedures for organising meetings

Mr Miah would like to remind all staff that meetings should be efficient and effective.

To this effect please ensure that before and during meetings you follow the guidelines below:

AGENDA

- An agenda should be sent to all participants in advance of the meeting so that everyone can prepare the topics and bring necessary information with them.
- The agenda must always be clear and concise.

CHAIRPERSON

A chairperson should be appointed to make certain that the meeting is efficiently run.

This means:

- Start and finish on time. Waiting for latecomers can only encourage people to be late.
- Keep strictly to the agenda. Do not allow deviation.
- Encourage everyone to participate but keep all discussion relevant.

OUTCOME

A successful meeting is often one that is brief and in which a decision is arrived at following everyone's participation.

QUESTION 1 (b) Sample Answer

IMPORTANT NOTICE TO PASSENGERS

Como Airlines wish to inform all passengers about new regulations which have come into effect recently.

LUGGAGE

For your own safety the amount of luggage that passengers can take on the aircraft is limited to;

Hold Luggage 20 kg max (Economy Class)
40 kg max (First Class)

Hand Luggage Each passenger may carry a maximum of 5kg hand luggage

ADDITIONAL ITEMS

Passengers are also allowed to take some small items with them into the cabin, eg magazine, coat, etc, however no sharp or dangerous items are allowed on board.

MEDICINES

Passengers may take on board any medicine which they need during the flight.
Please note: You may need to show a prescription for any medicines.

QUESTIONS

Our staff will ask you questions about your luggage before your flight. These will include questions about who packed your bag and if your bag has been with you at all times. Do not be offended by this. This is their duty and is for your security.

YOUR SAFETY IS OUR HIGHEST PRIORITY.

WE THANK YOU FOR YOUR COOPERATION.

Your Name
Como Airlines, Via per Cernobbio 28, Como, Italy
(Today's Date)

QUESTION 1 (c) Sample Answer**BRIDGE HOTEL, CANNOCK**

Holidaymakers are beginning to realise the huge wealth of places to visit and activities that are offered in and around Cannock. To be reading this brochure, you must have heard of some of them. Let me mention a few that you will know about and some that perhaps will be new to you.

Most of you will realise that Cannock is the best town from which to explore Cannock Chase. This may be the smallest official Area of Outstanding Natural Beauty in England and Wales, but it is undoubtedly one of the most beautiful and easily accessible. It is 68 square kilometres of fascinating valleys, hills and streams. Because of its proximity to the industrial Midlands of England, it was once described by the great novelist, Charles Dickens, as “the green heart of Staffordshire” and that remains a perfect description for this place of supreme peace and quiet.

More importantly for guests at the Bridge Hotel is that this amazing facility starts only 50 metres from our main entrance! Cannock Chase is the perfect spot for cycling, walking, picnicking, horse riding or studying the immense variety of flora and fauna. Do you know that here you can see some of the largest herds of fallow deer in Europe ... uncommon birds like the nightjar and woodlark ... berries that grow nowhere else in the world? There is even a berry called the Cannock Chase Berry!

Why not combine this experience of nature at its best with visits to the local museums that are all within 2 kilometres of the Bridge Hotel? We have the Cannock Mining Museum, the Working Museum of Traditional Glassmaking and the Exhibition Centre of Staffordshire Pottery. All of them are reminders of Staffordshire’s industrial past and form an enthralling contrast to the green pleasures of the Chase.

When you have enjoyed your day in Cannock, you know that you can come back to the comfort of the Bridge Hotel where every decision that we take is for your benefit. We offer a celebrated restaurant, secure parking, a gymnasium and swimming pool, and everything else that you would expect from a hotel that has won the title “Best Hotel in Staffordshire” for the past 6 years! Our contact details are on the front page of this brochure. Pamper yourself with a stay at Bridge Hotel situated in one of the most captivating locations in Britain.

QUESTION 2 Sample Answer

Gorway Bank
Lower Bridge Street
Walsall
WS1 6KG

Today's Date ...

Mr Thomas Blake
202 Aldridge Road
Walsall
WS2 3CF

Dear Mr Blake

Thank you for your letter. I am sorry for the delay in responding to you. We asked our Special Investments Department at Head Office about the issue of the Auden coins. However, the Royal Mint only released the details yesterday.

In March of next year 2 new coins will be issued, both bearing an imprint of W. H. Auden on the reverse: a £1 coin and a 50p coin. To guarantee that you will have them on the first day of issue, we shall need a precise order by the end of January.

Regarding your enquiry about a savings account for irregular sums of money, we believe that our *Respite Account* is the best for you. This account allows savers to have the high interest granted to regular savers but which realises that customers may have occasional months when it is not convenient for them to invest. The *Respite Account* allows investors to have 3 'rest' months in any 12. I enclose a leaflet that gives full details of this facility.

I hope that you feel that we have dealt adequately with your queries. Please let us know how we can help you further.

Yours sincerely

Your Name
Assistant Manager

QUESTION 3 Sample Answer**DEALING WITH DEBT****How small business should deal with late/non-payment of invoices**

Late payment by larger companies is a major problem for small firms.

This costs small companies time and money:

- chasing payments becomes a daily task
- worst case scenario is bankruptcy.

To avoid this small firms should:

- state terms of payment clearly in contract
- include details of due dates for payments in the contract
- offer discounts for early payment
- charge interest on unpaid amounts.

When debts occur small firms should:

- continue to chase all payments
- be polite in such requests
- find a contact person in the firm that owes money
- if necessary, go to a lawyer.

Examination Syllabus

The English for Business Level 2 qualification is intended for candidates who have achieved a sound understanding of English in a business context, equivalent to Council of Europe A2/B1* level, gained either through previous learning or employment or both, and who are able to communicate in a familiar business situation effectively, and with only minimal assistance or supervision. It is intended for candidates who wish to

- gain a recognised English qualification at the equivalent of Council of Europe B1/B2* level
- progress to LCCI IQ Level 3 in English for Business at the equivalent of Council of Europe B2/C1* level.

Further progress can be made up to Level 4 of this qualification. Each of these levels builds on the previous one and provides a consistent extension to the levels of skill and knowledge developed at the previous level.

** The lower CEF level relates to a "pass" grade; the higher CEF level relates to a "credit" or "distinction" grade, ie a Level 2 pass = CEF B1; credit / distinction = CEF B2.*

Structure of the qualification

This qualification consists of a compulsory written examination and optional Speaking and Listening Tests. The LCCI IQ Level 2 Certificate in English for Business will be awarded to candidates who successfully complete the written examination. Candidates who take and pass the optional Speaking and/or Listening Test will have this included on the certificate.

Aims

The aims of this qualification are to enable candidates to develop their ability to:

- write apt and accurate English suited to the stated purpose
- understand and write English using formats that are current and common in business communication
- adopt the tone, form, layout, content and composition appropriate to the requirements of a given situation
- understand spoken and recorded Business English at the defined level
- participate in conversations.

Assessment Objectives

The examination will assess the candidate's ability to:

Reading and Writing

- respond adequately to given stimulus information and instructions
- select appropriately from the information provided to produce a balanced, relevant message
- write business communication in a variety of forms including: a memo, a leaflet, a notice, a report, an article, a letter
- summarise from a passage/passages of text to produce, for example, a list or structured notes
- use a suitable layout for the form of communication used
- write with appropriate levels of clarity, relevance, economy, logic, accuracy
- expand, reduce, rewrite, reassemble elements of text for a requested purpose
- omit irrelevant information
- use a suitable tone.

Speaking

- provide appropriate oral responses to questions on personal or work/study matters
- express an opinion and discuss a topic orally.

Listening

- demonstrate understanding of clear standard speech encountered in work and everyday situations, including clear straightforward factual information, such as instructions and directions, short talks, announcements, and news bulletins.

Syllabus Topics

Reading and Writing

- 1 Business letters
- 2 Company leaflets
- 3 Business reports
- 4 Business-related articles
- 5 Lists and/or structured notes
- 6 Memos
- 7 Company notices

For a full breakdown of these topics, refer to syllabus topics 1 to 7 and the associated learning outcomes that are shown later in this document.

Speaking

The English for Business Speaking Test is a test of English with a commercial and business focus, so candidates will be tested for their competence in English within a general business and/or commercial context. The topics for the speaking test are as follows:

- 1 Earning a living
- 2 Production and sale of goods
- 3 Trade
- 4 Money
- 5 Transport
- 6 Communications
- 7 Education
- 8 Travel and tourism

Candidates will be expected to demonstrate a level of linguistic competence as outlined in syllabus topics 8 to 11 and the associated learning outcomes that are shown later in this document.

Listening

The English for Business Listening Test is a test of English with a commercial and business focus, so candidates will be tested for their competence in a general business and / or commercial context. The topics for the listening test are as follows:

- 1 Personal information
- 2 Travel information
- 3 Work information
- 4 Business transactions
- 5 Instructions
- 6 Arrangements

Candidates will be expected to demonstrate a level of listening competence as outlined in syllabus topic 12 and the associated learning outcomes that are shown later in this document.

Use of Dictionaries

Candidates are allowed to take one dictionary into the Reading and Writing examination which may be either English or foreign language/English; candidates make the choice entirely at their own risk. Poor quality dictionaries may be misleading and, if they frequently have recourse to them, candidates will lose time looking up words. Dictionaries are not allowed in the Speaking or Listening Tests.

Assessment

Reading and Writing – compulsory

There will be one question on syllabus topic 1 which carries 30 marks, plus 2 questions from syllabus topics 2 to 7, one carrying 30 marks and another carrying 40 marks. Candidates will be assessed via a 2½ hour examination consisting of 3 questions as follows:

- **Question 1** involves an extended writing task requiring candidates to produce: a memorandum, an article, a report, etc, on a choice of role-related topics drawn from business and economic life. Candidates have to answer 1 question from a choice of 3.
- **Question 2** involves a letter writing task, where the stimulus is in the form of an incoming business letter.
- **Question 3** is a reformulation task requiring candidates to expand, reduce or selectively rewrite a passage of English for some defined purpose within a given role. Candidates will be offered tasks that will draw on their ability to make notes, or reassemble elements of a text for a specific purpose, which will be stated.

Speaking – optional

Candidates will be assessed by a 13 minute examination including 5 minutes preparation time. The examination consists of 2 parts. There are four criteria – fluency, lexis, grammar and pronunciation – and candidates will be assessed on their performance in both parts. The assessment tasks are as follows:

- Part 1 consists of a warm up conversation during which the candidate will be asked about, eg. study, work ambitions for the future.
- Part 2 requires the candidate to participate in a discussion of the topic selected by the examiner

Listening – optional

Candidates will be assessed via a listening test lasting about 25 minutes. The test comprises 30 short listening tasks, each with a multiple-choice question. There is one mark for each question. There are 2 types of tasks:

- Task 1 (10 questions). Candidates listen to a recorded question three times, each time the question is followed by a different answer. Candidates have to choose the correct answer (A or B or C).
- Task 2 (20 questions). Candidates listen to a short conversation or announcement. They then read a question about the conversation or announcement, which has 4 possible answers (A, B, C, D) and choose the correct answer.

Candidate Answer Guidance

Answer Formats for the Reading and Writing Test

This level of examination goes beyond the groundwork laid at Level 1 by testing more complex writing and understanding, and giving candidates an element of choice, not only of questions that will do them most credit, but of answers that will best suit the circumstances described. This reflects the greater responsibility successful candidates might be expected to exercise on behalf of an employer.

- In Question 1 candidates should display the virtues of good non-literary writing – order, clarity, balance, relevance, economy, accuracy and logic. The tasks will require candidates to adopt office roles and write to identified addressees within a defined situation.
- In Question 2 examiners will accept a variety of current business letter layouts, provided they are followed consistently. Layouts other than those outlined in ‘How To Pass English for Business Level 2’ textbook listed on page 20 of this booklet are permissible as long as they help the clarity of the communication and are among the styles commonly used in business.
- Questions 1 and 3 often require types of outcome which are similar to each other. The emphasis in Question 1 is on the skills of non-literary writing: clarity, economy etc. Question 3 looks more closely at the skills of rewriting and reorganisation.

Marks will be awarded for: content, accuracy in spelling, layout, punctuation and grammar. In addition, there will be marks for the satisfactory completion of the communicative task, which will depend on the appropriateness of the candidate’s choice of tone, style, length and format. Where possible candidates should avoid copying whole phrases or sentences from the examination paper.

Pass Mark Information and Mark Allocation

Reading and Writing

Marks are awarded for: accuracy in spelling, punctuation, grammar; appropriateness of content, tone, style, length, format; clarity and suitability of communication.

Pass	50%
Credit	60%
Distinction	75%

A typical weighting of marks for a complete written paper would be:

• clarity and appropriacy of layout	20%
• style, tone, suitability to the task	30%
• content and communication of message	20%
• accuracy of grammar, spelling etc	30%
TOTAL	100%

Speaking

Marks are awarded for: fluency, lexis, grammar and pronunciation with 4 possible marks available for each criterion (i.e. F = Fail, P = Pass, C = Credit, D = Distinction). An overall grade is then awarded as follows:

FAIL	two or more criteria scored at fail level.
PASS	minimum of three criteria scored at pass level (or higher) but failing to meet credit/distinction requirements.
CREDIT	minimum of three criteria scored at credit level plus one at pass (or higher) but failing to meet distinction requirements.
DISTINCTION	minimum of three criteria scored at distinction level plus one at credit.

The weighting of marks for a complete speaking test is:

• fluency	25%
• lexical range and accuracy	25%
• grammatical range and accuracy	25%
• pronunciation	25%
TOTAL	100%

Listening

One mark is awarded for each correct answer.

Pass	15 – 17 marks
Credit	18 – 22 marks
Distinction	23 > marks

Varieties of English

Candidates may use any of the main varieties of English (British, North American, and Australasian) in their answers as long as candidates are consistent in the variety they use.

Guided Learning Hours

80-90 Guided Learning Hours (GLHs) should provide a suitable course duration for an 'average' candidate at this level. This figure includes direct contact hours as well as other time when candidates' work is being supervised by teachers. Ultimately, however, it is the responsibility of training centres to determine the appropriate course duration based on their candidates' ability and level of existing knowledge. Please note; the number of GLHs can vary significantly from one training centre to another

Recommended Reading List and Support Material

Recommended Reading

Title	Author	Publisher	ISBN Code
How to Pass English for Business Level 2 (4 th edition)	Mellor & Davison	Logophon & LCCIEB	3-922514-29-4

NB The 4th edition provides practice material for the Speaking and Listening Test as well as thorough coverage of the tasks in the Reading and Writing examination.

Additional Support Material

To familiarise themselves with the layout and presentation of the reading and writing examination, candidates are recommended to refer to the Past Paper Packs and corresponding Answers Packs available free from www.lcciq.com. For the listening and speaking tests, candidates and teachers are recommended to refer to the EFB Speaking Test Infopack and the EFB Listening Test Infopack which is free and can be obtained from info@lcciq.com. Both the Speaking Test Infopack and the Listening Test Infopack include sample questions on CD.

Syllabus Topics and Learning Outcomes

1 Business letters

Candidates must be able to:

- 1.1 Write letters on a variety of subjects including confirming information, providing information, responding to/making a complaint, congratulation, apology etc
- 1.2 Adopt an appropriate tone according to instructions given in the rubric or to the requirements of the message
- 1.3 Provide a logical order to the content of the letter
- 1.4 Utilise an appropriate, consistent layout

2 Company leaflets

Candidates must be able to:

- 2.1 Write leaflets on a variety of subjects including advantage of a specified course of action, special offers, sales etc
- 2.2 Display the qualities of clarity, ease of understanding, logical order
- 2.3 Utilise an appropriate, consistent layout

3 Business reports

Candidates must be able to:

- 3.1 Write reports on a variety of subjects including investigation into staff ideas/thoughts, customer opinion, a survey of the work of a specified person/ department, an investigation into a complaint etc
- 3.2 Use an appropriate, consistent layout
- 3.3 Select the information relevant to the purpose of the report
- 3.4 Organise the report material into a logical order

4 Business-related articles

Candidates must be able to:

- 4.1 Write articles on a variety of subjects including career in a particular field, history/background of an organisation, description of a working day, importance of training/knowledge etc
- 4.2 Supply a suitable title for the article
- 4.3 Provide an 'arresting' opening, logical order, reasoned argument, a suitable close

5 Lists and/or structured notes

Candidates must be able to:

- 5.1 Select information from various forms of written communication and present it as a list or a set of notes
- 5.2 Use appropriate, consistent layout
- 5.3 Compile lists or notes which have the qualities of clarity, reasoned grouping, logical order

6 Memos

Candidates must be able to:

- 6.1 Write memos for a variety of purposes including confirming decisions, giving information and/or explanations etc
- 6.2 Use an acceptable, consistent layout
- 6.3 Display the qualities of suitable economy, appropriate language, apt tone, logical order

7 Company notices

Candidates must be able to:

- 7.1 Write notices on a variety of topics including recommended practices in an office, relocation of department, apology etc
- 7.2 Use an appropriate, consistent layout
- 7.3 Display the qualities of logical order, correct tone, appropriate language

8 Linguistic competence (structures)

Candidates must be able to:

- 8.1 Recognise and use the following verb forms:
 - 8.1.1 the simple passive (eg *Letters are sent first class*)
 - 8.1.2 the continuous passive (eg *Letters are being sent first class*)
 - 8.1.3 the past continuous (eg *I was typing all morning*)
 - 8.1.4 the past perfect (eg *He had paid the bill before leaving*)
 - 8.1.5 the future using *intend to* and *about to* (eg *They are about to start the meeting*)
 - 8.1.6 the modals *could, shall, should* (eg *She could start work tomorrow*)
 - 8.1.7 gerunds (eg *I enjoy working*)
- 8.2 Recognise the following verb forms:
 - 8.2.1 the present perfect continuous (eg *I have been working on your report*)
 - 8.2.2 the modals *have to, ought to* (eg *We have to end the meeting by 5 pm*)
- 8.3 Recognise and use the descriptive adjectives *quite* and *rather* (eg *Sales will be quite good next month / This letter is rather urgent*)
- 8.4 Recognise the descriptive adjective *the same as* (eg *Our profits this year will be the same as last year*)
- 8.5 Recognise and use the indefinite pronouns *someone* and *nobody* (eg *Someone ought to pay them a visit / Nobody is to use this machine*)
- 8.6 Recognise the indefinite pronouns *each* and *both* (eg *One for each employee / We'll tackle both markets*)
- 8.7 Recognise and use the relative pronoun *whom* (eg *To whom was the problem reported?*)
- 8.8 Recognise and use the quantifiers *enough* and *much* (eg *We have enough stock / We won't need much money*)
- 8.9 Recognise and use the following clauses:
 - 8.9.1 the first conditional present tense in the *if* clause, *will/shall* or imperative in the main clause (eg *If you need the goods quickly, I shall send them by special delivery*)
 - 8.9.2 the second conditional past tense in the *if* clause, *would/should* in the main clause (eg *If you needed the goods more quickly, we would send them by special delivery*)
- 8.10 Recognise the third conditional past perfect in the *if* clause, *would have/should have* + past participle in the main clause (eg *If you had wanted the goods quickly, we would have sent them by special delivery*)

9 Linguistic competence (concepts)

Candidates must be able to understand and express the following concepts:

- 9.1 Space:
 - 9.1.1 distance *from, to*
 - 9.1.2 direction - prepositions *across, along*
- 9.2 Time:
 - 9.2.1 telling the time *quarter past/to*
 - 9.2.2 divisions of time *moment, minute*
 - 9.2.3 sequence, simultaneousness *first, at the same time*
 - 9.2.4 frequency *once/twice a ... day/week, daily, weekly, rarely*
 - 9.2.5 duration *during the journey*
- 9.3 Number and quantity:
 - 9.3.1 all cardinal numbers
 - 9.3.2 all ordinal numbers
 - 9.3.3 portions *half/two thirds*
 - 9.3.4 minimal amounts *at least 10*
- 9.4 Quality:
 - 9.4.1 size *large/tall*
 - 9.4.2 texture *rough/smooth*
 - 9.4.3 colour *dull/bright*
 - 9.4.4 material *glass/silk*
- 9.5 Evaluation and opinion - a limited range of adjectives *high/low quality, fine/nice/poor, success/failure, normal/strange*

10 Linguistic competence (vocabulary)

Candidates must be able to use vocabulary in the following areas:

- 10.1 Personal identity and family (eg *forename/family name, relationships, address, male/female*)
- 10.2 Character and disposition (eg *pleasant/unpleasant, quiet/noisy, active/lazy*)
- 10.3 Physical characteristics (eg *fair/dark haired, fat/thin/slim, pretty/plain*)
- 10.4 Socialising:
 - 10.4.1 greetings (eg *How are you keeping? / How are you?*)
 - 10.4.2 weather conditions (eg *climate, sunny, thunderstorm, rainstorm, mild, shade*)
 - 10.4.3 hobbies and interests (eg *DIY, photography*)
 - 10.4.4 entertainment (eg *cable television, concerts, comedy*)
 - 10.4.5 personal preferences (eg *...is all right but ... is better/more ...*)
 - 10.4.6 sporting activities (eg *football, tennis*)
 - 10.4.7 politics, current affairs (eg *government, pollution, poverty, welfare, privatisation*)
- 10.5 Entertaining visitors:
 - 10.5.1 *spare time, programme, leisure*
 - 10.5.2 places of entertainment (eg *theatre*)
 - 10.5.3 arrangements (eg *I'll book the tickets/seats for the concert*)
- 10.6 Company premises and personal accommodation:
 - 10.6.1 house, office (eg *(un)furnished, to rent/for sale*)
 - 10.6.2 furniture, furnishings (eg *desk, chair, lighting, curtains*)
 - 10.6.3 cost (eg *£40 per square metre*)
 - 10.6.4 amenities (eg *fridge, toilet, rooms cleaned daily*)
 - 10.6.5 region, locality (eg *industrial, rural, urban*)
 - 10.6.6 hotels (eg *reservation, full/halfboard, reception*)
 - 10.6.7 instructions/regulations (eg *open the door, press the button*)
- 10.7 Travel:
 - 10.7.1 *car, driver, taxi, coach*
 - 10.7.2 *railway station, reservation, ticket office*
 - 10.7.3 *plane, airport terminal, check-in, boarding pass*
 - 10.7.4 *passports, frontier, border, customers*
 - 10.7.5 *life jacket, safety belt*
- 10.8 Purchasing:
 - 10.8.1 sales, purchasing (eg *place/cancel an order*)
 - 10.8.2 spending (eg *rates, discounts, credit cards*)
- 10.9 The workplace:
 - 10.9.1 occupation, profession (eg *secretary, technician, tradesman*)
 - 10.9.2 work relationships (eg *employee/employer, assistant/teamleader*)
 - 10.9.3 correspondence (eg *correspond with, notepaper*)
 - 10.9.4 routines (eg *start/stop work, coffee breaks, salary/wages*)
 - 10.9.5 prospects (eg *promotion, training, learning about*)

11 Linguistic competence (functions)

Candidates must be able to recognise and use expressions of:

- 11.1 Wishes and hopes (eg *I wish I could .../Don't you wish we could ...?*)
- 11.2 Preferences and opinions (eg *I prefer ... / As I see it I think we should ... / Her view is ...*)
- 11.3 Apology, gratitude, pleasure (eg *We do apologise / Thank you so much .../ It was kind of you to*)
- 11.4 Anticipation, surprise (eg *We look forward to ... / She finds it surprising that ...*)
- 11.5 Regret, dissatisfaction, anger (eg *... sorry that / ...not what we had in mind / ... not right*)
- 11.6 Agreement, disagreement (eg *We (quite) agree that / Naturally, we believe ... / That is not ...*)
- 11.7 Correction of misunderstanding (eg *Can you explain ..., please? / What we meant was ...*)

12 Listening competence

Candidates must be able to demonstrate their ability to:

- 12.1 Understand the main points of clear standard speech regularly encountered in work and everyday life, including short narratives, though will sometimes need to ask for repetition or clarification.
- 12.2 Understand straightforward, factual information about common, everyday or job-related topics, identifying both general topic and specific detail, provided the speech is clearly articulated.
- 12.3 Understand simple technical information, such as operating instructions, and can follow detailed directions.
- 12.4 Follow in outline straightforward short talks on familiar topics.
- 12.5 Follow a straightforward and clearly structured lecture or talk within his / her field.
- 12.6 Understand the main points of radio news bulletins.
- 12.7 Understand the information content of the majority of broadcast audio material on topics of personal interest delivered in a relatively slow and clear standard speech.

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go to:**

www.lcciiq.com

or contact

info@lcciiq.com