

VOCATIONAL



WJEC Level 1 / Level 2
Vocational Award in
**GLOBAL BUSINESS
COMMUNICATION (SPANISH)**

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**SAMPLE ASSESSMENT
MATERIALS - EXTERNAL**

Teaching from 2017
For award from 2019



WJEC Level 1/Level 2 Vocational Award in Global Business Communication (SPANISH)

SAMPLE EXTERNAL ASSESSMENT

For teaching from 2017

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Candidate Name	Centre Number	Candidate Number



**LEVEL 1/LEVEL 2 VOCATIONAL AWARD IN
GLOBAL BUSINESS COMMUNICATION
(SPANISH)**

UNIT 2

GLOBAL TRAVEL

AM/PM [date]

1 hour 30 minutes

For Examiner's use only		
Question	Maximum Mark	Mark Awarded
1.	4	
2.	3	
3.	8	
4.a	5	
4.b	3	
5.	3	
6.	10	
7.	12	
(Speaking)	12	
Total	60	

Instructions to candidates

Answer **all** questions.

Write your answers in the spaces provided in this booklet.

Use black ink or black ball-point pen. Do not use pencil or gel pen. Do not use correction fluid.

Information for candidates

The total for the paper is 60 marks.

The number of marks is given in brackets at the end of each question or part question. Dictionaries may be used.

Answer all questions.

Question 1

When researching and booking international travel tickets name 4 factors you need to consider. **[4 marks]**

Write your answers in English

-
-
-
-

Question 2

You receive the following e-mail from your boss about a business trip.

Hi

I've just seen details about a conference in Madrid (see flyer) that I am interested in attending. Please can you arrange this for me?

I will need you to find a hotel that has business facilities or is in the business district. If it's further away then it will need to be close to public transport. When booking a hotel remember the budget limit is 150€ per night – please can you try and find a hotel that has breakfast included within the budget.

I will need to be contactable while I'm there so WIFI is essential – preferably free. Please can you also find out about using the internet abroad (roaming charges etc.) for me.

Let me know the details when you have them.

Thanks,

F. Hagan

Identify the key information from the e-mail that you need in preparation for arranging the transport and accommodation. **[3 marks]**

Write your answers in English

- (1)
- (1)
- (1)

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Question 3

Read the flyer about the conference - You need to find out key information about the conference in order to help plan the travel arrangements. **[8 marks]**

Write your answers in English.

i. What is the main theme of the conference? (1)

.....

ii. Write **two** reasons given to participate in the conference. (2)

.....

.....

iii. How many days does the conference last? (1)

.....

iv. Write **two** details about the location of the conference. (2)

.....

.....

v. Write **one** of the benefits about going to the conference (1)

.....

vi. What information is given about the ticket prices? Give **one** detail. (1)

.....

Question 4

Taking your manager's accommodation requirements into account, you begin to research hotels for the conference.

Read the information about four hotels in Madrid.

 <p>Hotel Preciados</p> <ul style="list-style-type: none"> • Situado a un paso de los centros administrativos y monumentales, a tan solo 100 metros de la estación de metro • Moderno, confortable y barato con 40 cómodas habitaciones individuales y dobles con teléfono, TV y aire acondicionado • Cafetería con servicio de desayuno (15€) • Ofertas especiales – habitaciones desde 130€ 	 <p>Hotel Único</p> <ul style="list-style-type: none"> • En el corazón del distrito financiero de la ciudad • Uno de los mayores centros de convenciones de la ciudad, así que somos un complejo ideal para viajeros ejecutivos • Spa de clase superior, junto a una oferta gastronómica inmejorable. Desayuno amplio y variado (no incluido) • Precios desde 150€
 <p>Hotel Emperador</p> <ul style="list-style-type: none"> • Ubicado en el centro de Madrid • Cerca de todos los monumentos y atracciones, a solo unos pasos de transporte público • Conexión a Internet WI-FI gratuita en todo el hotel, servicio de fax, impresora y fotocopidora • Desayuno buffet (14€) • 2 salas de reunión completamente equipadas • Precios desde 120€ 	 <p>Hotel Indigo</p> <p>TODO MADRID A TU ALCANCE: ¡VIVA LA GRAN VÍA!</p> <p>Situado en el centro de la Gran Vía, tienes toda la ciudad a tu alcance. Wifi gratuito, magnífico desayuno incluido, gimnasio 24 horas al día 7 días a la semana, habitaciones Premium y familiares que se adaptan a tu estancia. Salón de reuniones con capacidad para 40 personas con video y proyector.</p> <p>Precios desde 160€</p>

a) Write the name of the correct hotel in the grid below. [5 marks]

	Which hotel ...	Name of hotel
i.	offers gourmet food?	
ii.	hotel is closest to the underground ?	
iii.	has breakfast included?	
iv.	offers printing and photocopying ?	
v.	has exercise facilities ?	

b) Based on your manager's requirements in the e-mail which hotel would you choose to book and why? Give **two** reasons. [3 marks]

Hotel Choice (1)

Reasons.....

.....

.....

..... (2)

Question 5

Your manager has told you that he needs to be contactable during his trip so you are finding out about roaming in Spain. Read the information and answer the questions **in English.** [3 marks]

Cuando llegues a España, pon el teléfono en modo automático de red y conectará con un operador de nuestro país. Te llegará un mensaje con nuestras Tarifas de Roaming. En este mensaje también tienes nuestro número de atención al cliente. ¡Buen viaje!

i. What should you do when you arrive in Spain? (1)

.....

ii. Give **two** details about the text message you will receive. (2)

.....

.....

Question 6

[10 marks]

Section A

[4 marks]

When you book your manager's ticket, you are told that there may be some problems with the journey. Listen to the information from airline and answer the questions below.

Tick the correct answer.

i. What is the problem? (1)

- a. Airport closure
- b. Airport workers on strike
- c. Flight delays

ii. What is affected? (1)

- a. Baggage check-in
- b. Transport to the airport
- c. Flight times

iii. When will there be problems? (1)

- a. Friday from 4.30am until 7.30pm
- b. Friday from 7.30pm until Saturday 4.30am
- c. Friday from 4.30pm until 7.30pm

iv. What should passengers do? (1)

- a. Change their flight
- b. Arrive at the airport early
- c. Take hand baggage only

Section B

[6 marks]

You are making arrangements for your manager's journey from the airport to the centre of Madrid. Listen to the following information from the airport and answer the questions below.

Answer the questions in English.

Part 1

v. Where is the airport train station? (1)

.....

vi. Give **two** details about the station. (2)

.....

.....

Part 2

vii. How long does the train journey last? (1)

.....

viii. How much is a return ticket? (1)

.....

.....

ix. How long is the return ticket valid for? (1)

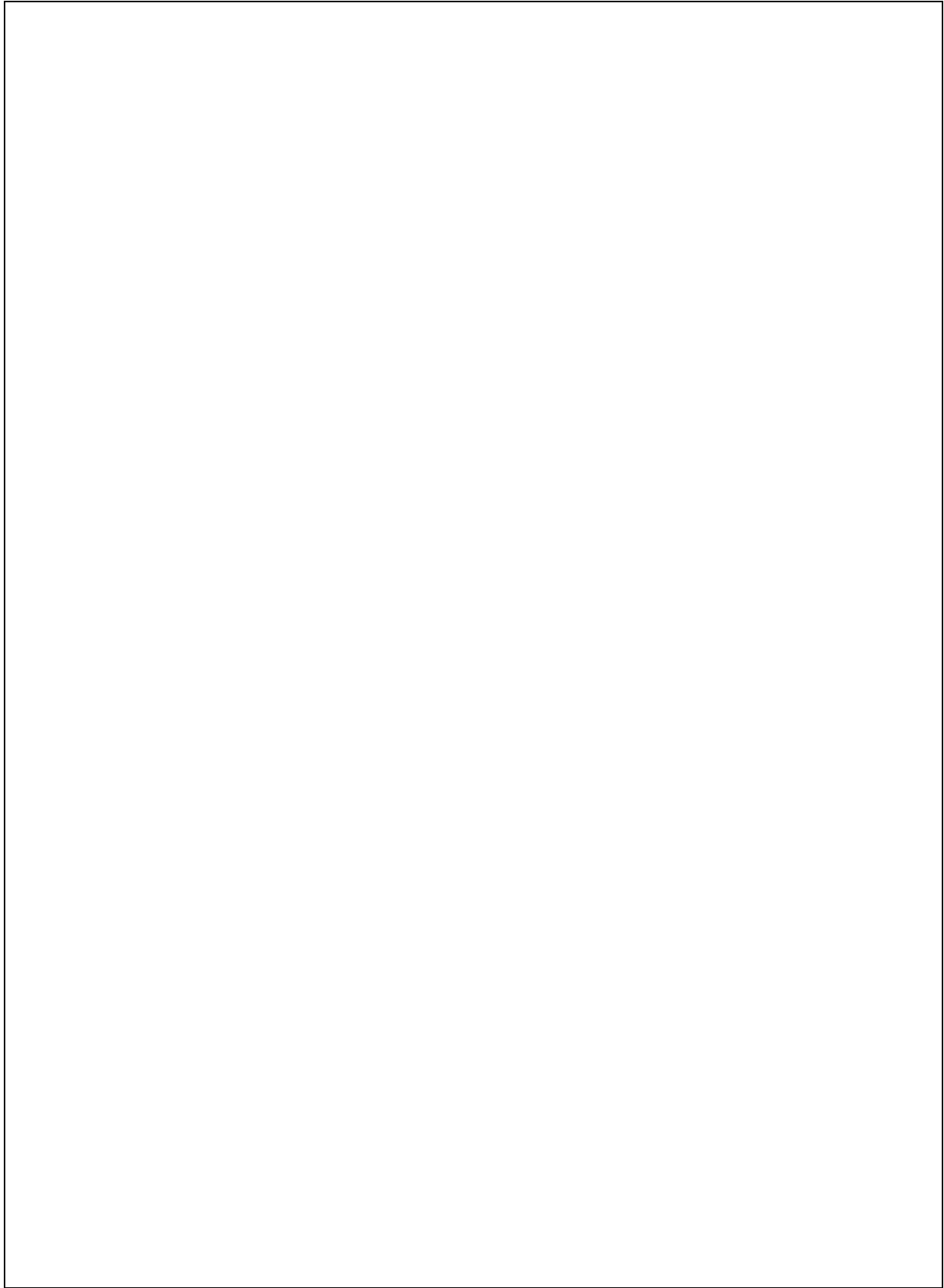
.....

Question 7

[12 marks]

You need to reserve a hotel room for your manager. Write to the hotel in Spanish. You must include the following information within the letter:

- specify the type of room (e.g. single/double etc.) and facilities (e.g. TV/Shower etc.) required.
- date of arrival and number of nights
- give the name of your boss
- explain the meals your boss wants (e.g. full board/half board)
- explain how your boss would like to pay the bill.
- include **two** questions about the hotel and/or the facilities
- Provide your contact details in case the hotel needs to contact you about the booking.



SPEAKING

[12 marks]

You phone the conference venue in Madrid to buy a conference ticket for your boss **in Spanish**. You must include the following details:

- Introduce yourself and explain why you are calling
- Ask the price of the ticket for 3 days
- Ask if there are any reductions or offers on ticket prices
- Give details about your boss (e.g. name/name of the company/job title etc)
- Explain how you would like to receive the tickets (e.g. in the post/via e-mail)
- Answer any questions you are asked.

You may make notes on the paper below.

MARK SCHEME

Question 1 **[4 marks]**

Accept any 4 from the following. Other suitable answers can also be accepted.

Time zone, exchange rate, travel insurance, climate/weather, current/valid passport, visa requirements, festivals holidays (bank holidays), travel arrangements to and from the airport

Question 2 **[3 marks]**

Accept any 3 correct details from the following:

- financial considerations/budget restrictions 150€/night (1)
- business facilities (1)
- location of hotel (in the business district – or good transport links if it’s further away) (1)
- ability to be contactable whilst away/WIFI in the hotel (1)

Question 3 **[8 marks]**

- i. Technology (1)
- ii. Any 2: more than 100 brands/names represented/10,000 visitors/More than 1,000 press appearances (2)
- iii. 3 days (1)
- iv. 500m from Madrid-Atocha station/45 minutes from the airport (2)
- v. Any 1: It is the definitive technology event/there will be high level conferences/the leaders of tomorrow will be there (1)
- vi. Any 1: discount for international visitors/discount for 2 or 3 days (1)

Question 4a **[5 marks]**

- i. Hotel Único (1)
- ii. Hotel Preciados (1)
- iii. Hotel Indigo (1)
- iv. Hotel Emperador (1)
- v. Hotel Indigo (1)

Question 4b **[3 marks]**

Hotel Choice – Hotel Emperador (1)

Possible answers (accept any 2 for 2 marks). Any other suitable answers can also be accepted as long as they are justified and in line with the manager’s requests: (2)

Price is within 150€ price limit/breakfast is included within the price limit/it is not in the business district but it has good transport links/it has business facilities/free WIFI

Question 5

[3 marks]

- i. Connect the phone to the internet/put the phone on automatic mode (1)
- ii. Roaming tariffs/charges (1)
- iii. The number for customer services (1)

TRANSCRIPT

Section A

Los sindicatos han convocado una huelga para este viernes desde las 4.30 de la mañana hasta las 7.30 de la tarde en el servicio de facturación de maletas en el aeropuerto Adolfo Suárez Madrid-Barajas. Las aerolíneas piden a sus viajeros que viajen desde o hasta Madrid, que lo hagan únicamente con equipaje de mano ante esta huelga convocada por los operadores de equipaje.

Section B

Part 1

La línea C-1 de Renfe Cercanías conecta la terminal T4 del aeropuerto Adolfo Suárez Madrid-Barajas con el centro de la capital. La estación Aeropuerto T4 cuenta con controles de acceso más anchos de lo habitual para facilitar el paso de maletas y con máquinas de venta de billetes de todos los productos de Renfe.

Part 2

El viaje dura cuarenta y cinco minutos y hay cuatro trenes cada hora. Un billete sencillo cuesta 2,60 € y es válido para un viaje durante las dos horas siguientes a su expedición. Un billete de ida y vuelta: cuesta 5,20 €. La ida ha de realizarse dentro de las dos horas siguientes a la emisión de los billetes, mientras que la vuelta puede realizarse a lo largo del día siguiente y es válido para 60 días.

Question 6

[10 marks]

Section A

[4 marks]

- i.b (1)
- ii.a (1)
- iii.a (1)
- iv.c (1)

Section B

[6 marks]

Part 1

- v. Terminal 4 (1)
- vi. Wider access so it's easier with suitcases etc. (1) / ticket machines selling all tickets (1) (2)

Part 2

- vii 45 minutes (1)
- viii 5.20 euros (1)
- ix 60 days (1)

Question 7 - WRITING

[12 marks]

Marks	Communication & Content	Marks	Linguistic accuracy
0	<ul style="list-style-type: none"> Response not worthy of credit or not attempted 	0	<ul style="list-style-type: none"> Response not worthy of credit or not attempted
1-2	<ul style="list-style-type: none"> Basic response with relevant information presented to meet some of the requirements of the task. Most of the message can be understood although there may be some major errors. 	1	<ul style="list-style-type: none"> Simple grammatical structures used. Makes attempt to use different tenses although there may be frequent errors. Attempts to manipulate the language often contain major errors.
3-4	<ul style="list-style-type: none"> Relevant information communicated to meet most of the requirements of the task. Message can be understood despite some minor errors 	2	<ul style="list-style-type: none"> Attempts to manipulate the language are sometimes successful. Some attempts are made to use complex structures, though not always successfully; there may be a few major errors.
5-6	<ul style="list-style-type: none"> Good response with some additional detail provided. Communication is logical and coherent. 	3	<ul style="list-style-type: none"> Good range of tenses and use of different linguistic structures. A good level of accuracy with only minor errors.
7-8	<ul style="list-style-type: none"> Excellent evidence, detailed information provided to meet all the requirements of the task. Communication is clear with little or no ambiguity. 	4	<ul style="list-style-type: none"> Excellent range of tenses and structures demonstrated with high levels of accuracy. Only minor errors when attempting complex constructions.

Question 8 – SPEAKING

[12 marks]

Marks	Communication & Content	Marks	Pronunciation & Intonation
0	<ul style="list-style-type: none"> Response not worthy of credit or not attempted 	0	<ul style="list-style-type: none"> Response not worthy of credit or not attempted
0-2	<ul style="list-style-type: none"> Conveys simple messages and asks simple questions which may not always be in full sentences. Limited interaction and spontaneity. There may be frequent hesitation particularly when responding to questions which may need rephrasing. 	1	<ul style="list-style-type: none"> Pronunciation is mostly understandable, may have some first language interference particularly with cognates and intonation.
3-4	<ul style="list-style-type: none"> Conveys short clear responses for the majority of requirements although some responses may be minimal with some hesitation. Some questions may contain errors. 	2	<ul style="list-style-type: none"> Generally good pronunciation with some errors and inconsistency when attempting more complex communication.
5-6	<ul style="list-style-type: none"> Very good response – communicates information for all the requirements. There may be some minor hesitation when asking questions. 	3	<ul style="list-style-type: none"> Good pronunciation and intonation only occasional errors and inconsistency.
7-8	<ul style="list-style-type: none"> Excellent response. Communicates all the requirements of the task. Able to respond effectively to unpredictable elements and ask clear questions. 	4	<ul style="list-style-type: none"> Very good pronunciation and intonation. Consistently accurate only a few minor errors.

UNIT 2 –Global Travel

Mapping Grid for assessment marks

Question No	LO1		LO2		LO3			LO4		Total
	AC1.1	AC1.2	AC2.1	AC2.2	AC3.1	AC3.2	AC3.3	AC4.1	AC4.2	
1	4									4
2		3								3
3								8		8
4a			5							5
4b				3						3
5								3		3
6a									4	4
6b									3	3
6c									3	3
7					2	10				12
8							12			12
	4	3	5	3	2	10	12	11	10	60
Total	7		8		24			21		60
	12%		13%		40%			35%		100%