

VOCATIONAL



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

REGULATED BY OFQUAL  
DESIGNATED BY QUALIFICATIONS WALES

**SAMPLE ASSESSMENT  
MATERIALS - EXTERNAL**

Teaching from 2017  
For award from 2019



**WJEC**  
**Vocational Award in**  
**Global Business Communication**  
**(FRENCH)**

**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  
(FRENCH)**

**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	4	
4.b	3	
5.	4	
6.	10	
7.	12	
<b>Total</b>	<b>48</b>	

**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 48 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 planning and organising international travel 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 received details about a conference in Nice – France (see flyer) that I would like to go to. Please can you make the necessary travel arrangements.

When booking a hotel remember the budget limit is 120€ per night. If possible I would prefer a hotel with a swimming pool but the most important thing is to be as close to the conference venue as possible.

I will need to work during the journey so please find out about business facilities and internet access.

Let me know the details when you have them.

Thanks

A. Jones

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)

# EXPO – Hôtellerie



## *Palais des Congrès et des expositions NICE – FRANCE*

### INFORMATIONS:

Ce salon de l'hôtellerie et de la restauration expose produits et services de nombreux différents domaines hôteliers et culinaires.

Les professionnels y trouveront les dernières innovations en matière d'équipement d'hôtellerie et de restauration.

### DATES & HORAIRES :

Vendredi 3 et samedi 4 novembre 2017, de 9h à 19h

Dimanche 5 novembre 2017, de 10h à 18h

### TARIFS:

Commande en ligne = 25 € TTC

A l'entrée = 60 € TTC

Offre spéciale – 10% de réduction sur le prix si vous achetez six mois à l'avance.

**5 minutes de la  
gare de NICE-VILLE**

**30 minutes de  
l'aéroport de Nice**

06359 Nice Cedex 4

Tél. : 04 92 00 20 80

Mob. : 07 76 09 33 16

Fax : 04 93 56 49 77

E-mail: [contact@nicexpo.org](mailto:contact@nicexpo.org)

[www.nicexpo.org](http://www.nicexpo.org)

**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. What will your boss be able to find at the conference? (1)

.....

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

.....

iv. Which type of transport is nearest to the expo centre? (1)

.....

v. What is the best day for your manager to travel from the UK in order to attend the full conference? (1)

.....

Why? (1)

.....

.....

vi. What information is given about the ticket prices? **Give 2 details.** (2)

.....

.....





.....

.....

**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 Nice - France.

 <p><b>Hotel le Royal</b></p> <ul style="list-style-type: none"> <li>• Face à la mer Méditerranée</li> <li>• Toit-terrasse panoramique et piscine extérieure</li> <li>• Petit-déjeuner compris</li> <li>• Tarif 140€ pour une nuit</li> </ul>	 <p><b>Hotel Albert</b></p> <ul style="list-style-type: none"> <li>• Réception ouverte 24h/24</li> <li>• Gare à 250m</li> <li>• Connexion wifi disponible gratuitement</li> <li>• Chambre double avec terrasse 110€</li> </ul>
 <p><b>Hotel Boscolo Plaza</b></p> <ul style="list-style-type: none"> <li>• Situé au cœur de Nice</li> <li>• Près de l’aéroport de Nice-Côte d’Azur</li> <li>• Salle de sport</li> <li>• Chambre supérieure 120€ par nuit (prépaiement requis)</li> </ul>	 <p><b>Hotel Beau Rivage</b></p> <ul style="list-style-type: none"> <li>• Dans le vieux quartier de Nice</li> <li>• 15 minutes à pied du marché</li> <li>• 118 chambres climatisées</li> <li>• Annulation gratuite – payez sur place</li> </ul>

a) Write the name of the correct hotel in the grid below.

**[4 marks]**

	Which hotel ...	Name of hotel
i.	is closest to the train station ?	
ii.	has a swimming pool ?	
iii.	offers free cancellation?	
iv.	has breakfast included ?	



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

**Hotel Choice**.....(1)

**Reasons**.....

.....

.....(2)

**Question 5**

Your manager has told you that he needs to work during the journey so you are researching business facilities at the airport. Read the information and answer the questions **in English.** **[4 marks]**

L'accès au centre d'affaires de l'aéroport se trouve en zone départ en face des comptoirs d'enregistrement au rez-de-chaussée. Les paiements se font par carte bancaire 24h avant la date prévue. Le centre d'affaires est ouvert tous les jours et toute l'année. Location minimum de trois heures.

- i. Give **two** details about where the airport business centre is located. (2)

.....

.....

- ii. Give **two** additional details about the business centre. (2)

.....

.....

**Question 6**

**[10 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 the rail company and answer the questions below.

**Section A**

**[4 marks]**

**Tick the correct answer.**

- i. What date does the work on the line start? (1)
  - a. 31<sup>st</sup> July
  - b. 1<sup>st</sup> July
  - c. 22<sup>nd</sup> July
  
- ii. What date does the work on the line finish? (1)
  - a. 22<sup>nd</sup> August
  - b. 31<sup>st</sup> July
  - c. 31<sup>st</sup> August
  
- iii. Between what times does the disruption take place? (1)
  - a. Sundays at 2pm till Sundays at 9pm
  - b. Saturdays at 2am till Sundays at 7pm
  - c. Saturdays at 10pm till Sundays at 7pm
  - d. Saturdays at 10pm till Sundays at 9pm
  
- iv. What alternative transport is offered during this time? (1)
  - a. Replacement coach service
  - b. Replacement taxi service
  - c. Replacement tram service
  - d. Car hire

**Section B**

**[6 marks]**

**Answer the questions in English.**

- v. Which other train route is affected? (1)
 

.....
  
- vi. What should travellers do? Give **one** detail. (1)
 

.....

**Section C**

**Answer the questions in English.**

vii. What information can you find out on the app? Give **two** details. (2)

.....  
.....

viii. Why would the train company get in touch with a passenger? Give **one** detail. (1)

.....  
.....

ix. How would they get in touch with you? Give **one** detail. (1)

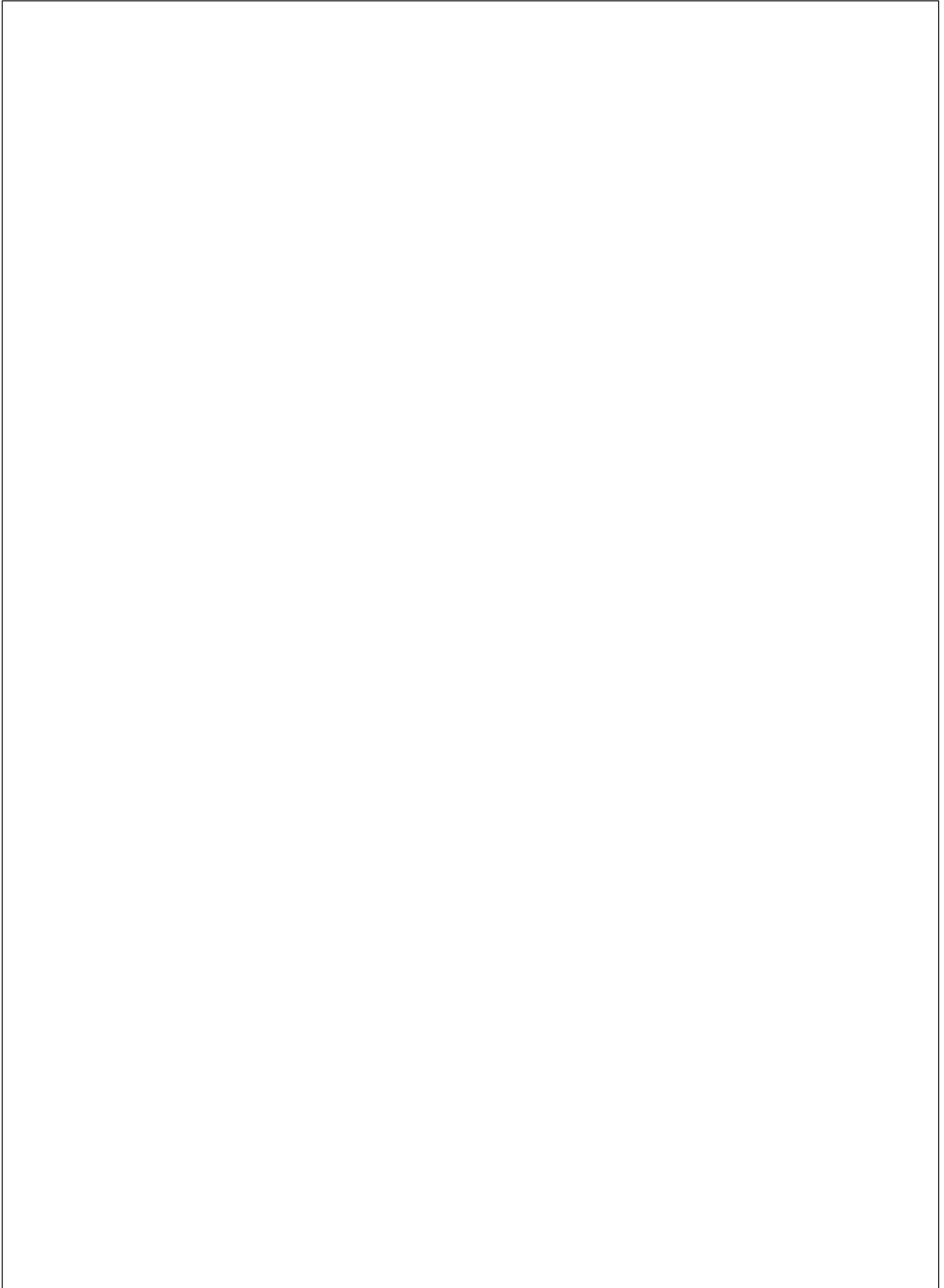
.....

**Question 7**

**[12 marks]**

You need to reserve a hotel room for your manager. Write to the hotel in French. 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.



**END OF TEST**





**LEVEL 1 / LEVEL 2 VOCATIONAL AWARD IN  
GLOBAL BUSINESS COMMUNICATION  
FRENCH**

**UNIT 2**

**GLOBAL TRAVEL**

**May xxxx**

**SPEAKING TASK**

**Preparation time:** 15 minutes

**Instructions to candidates**

During the preparation period, you may make brief notes in English or French. These notes must **not** be in full sentences.

The conversation must be in **French**.

All notes made during the preparation time must be handed in after finishing the conversation.

**Information for candidates**

You can use a hard copy dictionary during the preparation period.

You can ask the teacher to repeat a response if necessary. This must be **in French**.

## **SPEAKING TASK**

You are organising a business trip for your boss who will be attending a conference. You phone the conference venue in Nice-France to buy a conference ticket for your boss.

You must include the information below and answer any other questions that you are asked.

The conversation must be **in French**.

**[12 marks]**

### **Your teacher starts the conversation**

- Introduce yourself and explain why you are calling.
- Ask the price of the tickets.
- Ask if there are any reductions or offers on ticket prices.
- Say you would like to buy a ticket for three days for your boss.
- Give details about your boss
- Answer any questions you are asked.
- Respond and end the phone call appropriately.

## Teacher Guidance for Conducting the Speaking Assessment:

**SPEAKING: TEACHER COPY**

**[12 marks]**

### **Candidate Brief**

You are organising a business trip for your boss who will be attending a conference. You phone the conference venue in Nice-France to buy a conference ticket for your boss.

You must include the information below and answer any other questions that you are asked.

The conversation must be **in French**.

**Your teacher starts the conversation**

### **SPEAKING ASSESSMENT TEACHER PROMPTS / GUIDANCE**

- i. Suggested assessor prompts for the teacher / assessor are provided below **in bold**.
- ii. Depending on the response of a candidate, you may wish to adjust these prompts.
- iii. Appropriate alternatives are acceptable e.g. formation of questions.
- iv. Assessors may repeat questions asked.
- v. Respond in appropriate French to candidate questions. You may address the candidate as “Tu” or “Vous” as appropriate.



## ASSESSOR PROMPTS IN BOLD

- **Bonjour, bureau de réservation. Je peux vous aider?**
- *Introduce yourself and explain why you are calling.*
- **Très bien.**
- *Ask the price of the tickets.*
- **Eh bien, C'est 60€ par jour ou 150€ si vous voulez un billet de trois jours.**
- *Ask if there are any reductions or offers on ticket prices.*
- **Oui. Si vous achetez les billets avant le fin mai il y a un rabais de 10%.**
- *Say you would like to buy a ticket for three days for your boss.*
- **Bien sûr. Pouvez-vous me donner le nom de votre patron et ses coordonnées s'il vous plait.**
- *Give details about your boss*
- **Depending on candidate's response ask an unseen question e.g. « Comment ça s'écrit? » or « Donnez-moi son adresse e-mail. »**
- *Candidate responds.*
- **Excellent les billets sont réservés. Je vais les envoyer par e-mail.**
- *Respond and end the phone call appropriately.*
- **Au revoir (Monsieur / Mademoiselle).**

**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)

**Question 2** **[3 marks]**

Accept 3 correct details:

- financial considerations/budget restrictions £120 / night (1)
- hotel facilities (swimming pool)/location of hotel (1)
- ability to work en route (access to Wifi etc) (1)

**Question 3** **[8 marks]**

- i. Hotel (catering & restaurants) (1)
- ii. Latest products, services & innovations in equipment for the hotel & catering sector. (1)
- iii. 3 days (Friday, Saturday & Sunday) (1)
- iv. Train (do not accept station or airport) (1)
- v. Thursday (1)  
So as not to be late for the first day of the conference at 9am on the Friday received (1)

(Do not accept Friday, Saturday or Sunday as they will miss the beginning of the conference. Do not accept Monday, Tuesday or Wednesday as this is too early and will involve additional night(s))

- vi. Accept any 2 correct details: (2)

Order tickets on-line 25€ (inc tax) / Pay at the door 60€ (inc tax)/10% reduction if you buy 6 months in advance

**Question 4a** **[4 marks]**

- i. Hotel Albert (1)
- ii. Hotel le Royal (1)
- iii. Hotel Beau Rivage (1)
- iv. Hotel le Royal (1)

**Question 4b** **[3 marks]**

**Hotel Choice – Hotel Albert** (1)

Possible answers (accept any 2): (2)

Price is within 120€ price limit/location close to the train station which is close to the conference venue/availability of Wi-Fi so can access internet

**Question 5**

**[4 marks]**

- i. In the departure zone/opposite the check-in desks/on the ground floor (any 2). (2)
- ii. Any 2 of the following details: pay by bank card 24h in advance/open every day all year round/minimum booking of 3 hours. (2)

**Question 6**

**TRANSCRIPT**

**Section A**

Des travaux de renouvellement de voies auront lieu du premier juillet au 31 août. Durant cette période il y aura une interruption de la circulation des trains au départ et à l'arrivée de Nice sur quatre week-ends de juillet à septembre, à samedi soir 22h au dimanche 19h. En conséquence, tous les trains seront substitués par des autocars.

**Section B**

De plus il n'y aura pas de trains qui repartiront de l'aéroport de Nice vers le centre-ville pendant juillet et août à cause de ces travaux sur la route. Les voyageurs qui voulaient prendre le train de l'aéroport vont devoir changer leurs plans et consulter le site web pour organiser leur voyage à Nice centre-ville.

**Section C**

Consultez l'Appli SNCF pour obtenir des renseignements concernant les changements d'horaire, les travaux sur les voies et pour vérifier la circulation de votre train. S'il y a une annulation de train ou un retard de plus de deux heures, nous **essayerons de communiquer** avec vous avant votre départ. Nous vous contacterons par courriel ou par SMS en utilisant l'adresse courriel et le numéro de téléphone que vous avez donnés lors de votre réservation.

**Question 6**

**[10 marks]**

**Section A**

**[4 marks]**

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

**Section B**

**[2 marks]**

- v. The service between the airport and Nice/the airport train service (1)
- vi. Change their plans/ consult the web site (any 1). (1)

**Section C**

**[4 marks]**

- vii. Timetable changes/works on the route/if your train is running (any 2). (2)
- viii. If your train was cancelled/there is a delay of more than 2 hours (any 1). (1)
- ix. Email/text message (any 1). (1)

**Question 7 - WRITING**

**[12 marks]**

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

**Question 8 – SPEAKING**

**[12 marks]**

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

**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			4							4
4b				3						3
5								4		4
6a									4	4
6b									2	2
6c									4	4
7					2	10				12
8							12			12
	4	3	4	3	2	10	12	12	10	60
<b>Total</b>	<b>7</b>		<b>7</b>		<b>24</b>			<b>22</b>		<b>60</b>
	12%		12%		40%			36%		<b>100%</b>