

Level 2 Certificate in English for Commerce



International
Qualifications from EDI

Syllabus

Effective from October 2001

INTRODUCTION

EDI is a leading international awarding body that was formed through the merger of the London Chamber of Commerce and Industry Examinations Board (LCCI) and GOAL, a leading online assessment provider. EDI now delivers LCCI International qualifications (LCCI IQ) through a network of over 5000 registered centres in more than 120 countries worldwide. Our range of business-related qualifications is trusted and valued by employers worldwide and recognised by universities and professional bodies.

Level 2 Certificate in English for Commerce

Aims

The aims of this syllabus are to enable candidates to develop the ability to:

- read and understand basic English texts based on general commercial/industrial topics
- write apt and accurate English which is suitable for its intended purpose within the syllabus topic requirements, relating to
 - general commercial/industrial topics
 - formal business letters.

Target Audience and Candidate Progression

This qualification is intended for candidates who are able to communicate in the medium of general commercial/industrial topics with only minimal assistance or supervision. They will not necessarily be business oriented, although they should be at the Council of Europe's Threshold Level (B1).

This qualification is intended for those candidates who have progressed beyond, or above the standard of English for Commerce Level 1. It can serve as a 'bridging' course for those who wish to progress to the LCCI IQ Level 3 in English for Commerce.

Structure of the Qualification

The level 2 certificate in English for Commerce is a single unit qualification that consists of the range of topics detailed below.

Syllabus Topics

- 1 Writing on a subject matter of general commercial/industrial interest.
- 2 Summarising a passage on a general commercial/industrial topic.
- 3 Writing a business letter in an official capacity to an organisation, concerning a straightforward business problem/transaction.

In addition, candidates will be expected to demonstrate a level of linguistic competence as outlined in syllabus topics 4 to 7.

Guided Learning Hours

EDI recommends that 80-90 Guided Learning Hours (GLHs) 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. EDI experience indicates that the number of GLHs can vary significantly from one training centre to another.

ASSESSMENT

Assessment Objectives

The examination will assess the candidate's ability to:

- respond adequately to given stimulus information and instructions
- assess written material appropriately to produce a balanced, relevant answer
- give opinions in continuous written English on general commercial/industrial topics
- produce a summary of a given text
- write a business communication in letter format
- use the required layout for the form of communication used
- write with appropriate levels of clarity, relevance, economy and logic
- assess and discard irrelevant information
- use a suitable tone where required

Coverage of Syllabus Topics in Examinations

There will be 3 compulsory questions corresponding to the 3 syllabus topics listed above.

Question 1 is awarded 40 marks and Questions 2 and 3 carry 30 marks each.

Oral Test Options

For those English for Commerce candidates who wish to gain certification of their speaking and listening skills there is at Level 2 an optional Oral Test which is administered by the Centre.

In this test the candidate will be provided with 5 minutes' private preparation time followed by 2 minutes' general conversation as a warm up and 6 minutes' conversation based on the topic selected by the Examiner in line with the written examination syllabus. Candidates will be notified of the topic when they are given sample questions at the start of the preparation element of the test.

The syllabus topics for the Oral 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

The candidates are awarded a Pass (P) or a Fail (F) and are assessed according to the following criteria:

- 1 Vocabulary and conversation skills
- 2 Comprehension
- 3 Fluency and active contribution
- 4 Grammar
- 5 Pronunciation

For further information, a guidance document for oral Examiners plus an accompanying tape is available from EDI free of charge.

It should be noted that Centres are required to tape record a minimum of 6 oral tests per candidate entry (all candidates if the entry is less than 6) and to send these tapes to EDI for moderation along with the completed results forms.

Alternatively, where administratively feasible, a compatible level of Spoken English for Industry and Commerce (SEFIC) may be taken in lieu, by Combined Entry Procedure. For details see separate SEFIC guide or contact EDI.

Examination Format

The time allowance for the examination is 2 hours 30 minutes. There are 3 compulsory questions as follows:

Question 1 involves the writing of a composition of about 300 words on any **one** of 6 topics offered. The subject matter will be of a general commercial and/or commercial/industrial interest.

Question 2 offers a passage of about 400 words. Candidates are required to summarise the passage in no more than 120 words. They must use their own words as far as possible and supply an appropriate title for the summary. The subject matter of the passage will be of a general commercial/industrial nature.

Question 3 supplies a business letter which poses a problem and/or offers a business transaction. The candidate is required to reply, in 120-150 words in the body of the letter, using an accepted business letter format.

Answer Formats

This level of examination goes beyond the groundwork laid at Level 1 by testing more complex writing and understanding.

Candidates must pay attention to the rubric for each question which identifies the answer format required.

Question 1 - A composition of about 300 words is required from a choice of 6 topics. Credit will be given for:

- structure and paragraphing
- close adherence to the topic requirements
- style and tone of presentation
- mechanical accuracy

Question 2 - A passage of about 400 words is offered. Candidates are required to summarise the passage in about 120 words.

They should ensure that:

- an apt title is given
- the main points of the passage are identified
- superfluous information is discarded
- candidates' own wording is used where possible
- the finished summary is a condensed version of the original, bearing strong evidence of good paraphrasing.

Question 3 - The business letter reply, in 120-150 words, must be:

- in an accepted business letter format
- able to show an understanding of the details/requirements of the letter given in the examination paper
- correct in terms of the style and tone required for the reply
- correctly structured and paragraphed
- mechanically accurate so as to be mailable.

In general, candidates should be aware that marks are awarded for:

- content, accuracy in spelling, layout, punctuation and grammar
- the satisfactory completion of the communication task, which will depend on the appropriacy of the candidate's choice of style, tone, length and format.

Candidates are allowed to take one dictionary into this examination. It may be either English or foreign language/English. EDI cannot undertake to advise on which dictionaries to choose and 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 valuable examination time.

Candidates are recommended to refer to the Model Answers and past question papers for English for Commerce Level 2. These are available from EDI and give advice on past performance, layout and presentation.

Mark Allocation

Marks are available for:

- accuracy in spelling, punctuation, grammar
- appropriacy of content, tone, style
- length and format
- clarity and suitability of communication

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

▪ clarity and appropriacy of layout	10%
▪ style, tone, suitability to the task	20%
▪ content and communication of message	50%
▪ accuracy of grammar, spelling etc	20%
Total	<u>100%</u>

Certification

Successful candidates will be awarded the Level 2 Certificate in English for Commerce on the achievement of the percentages and grades below:

The standard percentages of marks required at each grade are:

Pass	50%
Merit	60%
Distinction	75%

Varieties of English

EDI will accept any of the main varieties of English (British, North American, Australian) in candidates' answers as long as candidates are **consistent** in the variety they use.

Support Material

Model answers and past question papers are available from the LCCI website www.lcci.org.uk

How to offer this Qualification

To offer this qualification you must be an LCCI IQ registered examination centre. To gain centre approval please contact Customer Support on 08700 818008 between the hours of 0830 and 1700 (GMT) Monday to Friday or by email on centresupport@ediplc.com.

Alternatively you may contact your Regional LCCI Office or Co-ordinating Authority

Syllabus Topic

Items Covered

1 Writing a composition

Candidates must be able to:

- 1.1 Assess the topics offered and select **one** suitable to their interest and knowledge
- 1.2 Assess the requirements of the rubric and plan the composition accordingly
- 1.3 Meet the rubric guidance and not offer irrelevant information
- 1.4 Adopt an appropriate style and tone as required
- 1.5 Employ the conventions of composition writing regarding:
 - 1.5.1 introduction/conclusion
 - 1.5.2 paragraphing
 - 1.5.3 punctuation
 - 1.5.4 spelling
- 1.6 Offer viewpoints, opinions and comparisons where required
- 1.7 Ensure that the finished composition is
 - 1.7.1 legible and of the required length
 - 1.7.2 accurate and free from errors

2 Summarising a passage

Candidates must be able to:

- 2.1 Summarise a passage of about 400 words in no more than 120 words
- 2.2 Offer an apt title
- 2.3 Ensure that the main points of the passage are identified
- 2.4 Identify and discard superfluous material
- 2.5 Use their own wording where possible
- 2.6 Ensure that the finished summary is a condensed version of the original, showing:
 - 2.6.1 a retention of the style and tone of the original
 - 2.6.2 the use of linking devices, where practicable, to ensure smooth continuity of the sentence structure
 - 2.6.3 strong evidence of good paraphrasing

3 Writing a business letter

Candidates must be able to:

- 3.1 Reply, in 120-150 words, to a business letter which:
 - 3.1.1 poses a problem and/or relates to a business transaction
 - 3.1.2 requires/provides information
 - 3.1.3 may require an apology
 - 3.1.4 may necessitate a complaint
- 3.2 Show an understanding of the details/requirements of the supplied, incoming letter
- 3.3 Employ consistent business letter writing conventions regarding:
 - 3.3.1 layout, addresses, salutation, complimentary close and signature
 - 3.3.2 conventions of business letter terminology
 - 3.3.3 correct structure
 - 3.3.4 paragraphing
- 3.4 Display coherence and cohesion to:
 - 3.4.1 ensure an acceptable, tactful and courteous form of business communication which is
 - 3.4.2 correct in terms of the required style and tone
- 3.5 Ensure that the letter is mechanically accurate so as to be mailable

4 Linguistic competence (structures)

Candidates must be able to:

- 4.1 Recognise and use the following verb forms:
 - 4.1.1 the simple passive (e.g. *Letters are sent first class*)
 - 4.1.2 the continuous passive (e.g. *Letters are being sent first class*)
 - 4.1.3 the past continuous (e.g. *I was typing all morning*)
 - 4.1.4 the past perfect (e.g. *He had paid the bill before leaving*)
 - 4.1.5 the future using *intend to* and *about to* (e.g. *They are about to start the meeting*)
 - 4.1.6 the modals *could*, *shall*, *should* (e.g. *She could start work tomorrow*)
 - 4.1.7 gerunds (e.g. *I enjoy working*)

- 4.2 Recognise the following verb forms:
- 4.2.1 the present perfect continuous (e.g. *I have been working on your report*)
 - 4.2.2 the modals *have to*, *ought to* (e.g. *We have to end the meeting by 5 pm*)
- 4.3 Recognise and use the descriptive adjectives *quite* and *rather* (e.g. *Sales will be quite good next month/This letter is rather urgent*)
- 4.4 Recognise the descriptive adjective *the same as* (e.g. *Our profits this year will be the same as last year*)
- 4.5 Recognise and use the indefinite pronouns *someone* and *nobody* (e.g. *Someone ought to pay them a visit/Nobody is to use this machine*)
- 4.6 Recognise the indefinite pronouns *each* and *both* (e.g. *One for each employee/I'll use both arms*)
- 4.7 Recognise and use the relative pronoun *whom* (e.g. *To whom was the problem reported?*)
- 4.8 Recognise and use the quantifiers *enough* and *much* (e.g. *We have enough stock/We won't need much money*)
- 4.9 Recognise and use the following clauses:
- 4.9.1 the first conditional present tense in the *if* clause, *will/shall* or imperative in the main clause (e.g. *If you need the goods quickly, I shall send them by special delivery*)
 - 4.9.2 the second conditional past tense in the *if* clause, *would/should* in the main clause (e.g. *If you needed the goods more quickly, we would send them by special delivery*)
- 4.10 Recognise the third conditional past perfect in the *if* clause, *would have/should have* + past participle in the main clause (e.g. *If you had wanted the goods quickly, we would have sent them by special delivery*)

5 Linguistic competence (concepts)

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

- 5.1 Space:
- 5.1.1 distance *from*, *to*
 - 5.1.2 direction - prepositions *across*, *along*

- 5.2 Time:
 - 5.2.1 telling the time *quarter past/to*
 - 5.2.2 divisions of time *moment, minute*
 - 5.2.3 sequence, simultaneousness *first, at the same time*
 - 5.2.4 frequency *once/twice a ... day/week, daily, weekly, rarely*
 - 5.2.5 duration *during the journey*
- 5.3 Number and quantity:
 - 5.3.1 all cardinal numbers
 - 5.3.2 all ordinal numbers
 - 5.3.3 portions *half/two thirds*
 - 5.3.4 minimal amounts *at least 10*
- 5.4 Quality:
 - 5.4.1 size *large/tall*
 - 5.4.2 texture *rough*
 - 5.4.3 colour *dull/bright*
 - 5.4.4 material *glass/silk*
- 5.5 Evaluation and opinion - a limited range of adjectives *high/low quality, fine/nice/poor, success/failure, normal/strange*

6 Linguistic competence (vocabulary)

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

- 6.1 Personal identity and family (e.g. *forename/family name, relationships, call (oneself/someone), address, male/female*)
- 6.2 Character and disposition (e.g. *pleasant/unpleasant, quiet/noisy, active/lazy*)
- 6.3 Physical characteristics (e.g. *fair/dark haired, fat/thin/slim, pretty/plain*)
- 6.4 Socialising:
 - 6.4.1 greetings (e.g. *How are you keeping?/How are you?*)
 - 6.4.2 weather conditions (e.g. *climate, sunny, thunderstorm, rainstorm, mild, shade*)
 - 6.4.3 hobbies and interests (e.g. *painting, photography*)
 - 6.4.4 entertainment (e.g. *television, concerts, comedy*)
 - 6.4.5 personal preferences (e.g. *... is all right but ... is better/more ...*)
 - 6.4.6 sporting activities (e.g. *football, tennis*)
 - 6.4.7 politics, current affairs (e.g. *government, pollution, poverty, welfare, privatisation*)

6.5 Entertaining visitors:

- 6.5.1 *spare time, programme, leisure*
- 6.5.2 *places of entertainment (e.g. theatre)*
- 6.5.3 *arrangements (e.g. I'll book the tickets/seats for the concert)*

6.6 Company premises and personal accommodation:

- 6.6.1 *house, office (e.g. (un)furnished, to rent/for sale)*
- 6.6.2 *furniture, furnishing (e.g. desk, chair, lighting, curtains)*
- 6.6.3 *cost (e.g. £40 per square metre)*
- 6.6.4 *amenities (e.g. fridge, toilet, rooms cleaned daily)*
- 6.6.5 *region, locality (e.g. industrial, rural, urban)*
- 6.6.6 *hotels (e.g. reservation, full/half board, reception)*
- 6.6.7 *instructions/regulations (e.g. open the door, press the button)*

6.7 Travel:

- 6.7.1 *car, driver, taxi, coach*
- 6.7.2 *railway station, reservation, ticket office*
- 6.7.3 *plane, airport terminal, check-in, boarding pass*
- 6.7.4 *passports, frontier, border, customers*
- 6.7.5 *life jacket, safety belt*

6.8 Purchasing:

- 6.8.1 *sales, purchasing (e.g. place/cancel an order)*
- 6.8.2 *spending (e.g. rates, discounts, credit cards)*

6.9 The workplace:

- 6.9.1 *occupation, profession (e.g. secretary, technician, tradesman)*
- 6.9.2 *work relationships (e.g. employee/employer, assistant/team leader)*
- 6.9.3 *correspondence (e.g. correspond with, notepaper)*
- 6.9.4 *routines (e.g. start/stop work, coffee breaks, salary/wages)*
- 6.9.5 *prospects (e.g. promotion, training, learning about)*

7 Linguistic competence (functions)

Candidates must be able to recognise and use expressions of:

- 7.1 Wishes and hopes (e.g. *I wish I could .../Don't you wish we could ...?*)
- 7.2 Preferences and opinions (e.g. *I prefer .../As I see it I think we should .../Her view is ...*)
- 7.3 Apology, gratitude, pleasure (e.g. *We (do) apologise/Thank you very much (indeed)/It was kind of you to ...*)
- 7.4 Anticipation, surprise (e.g. *We look forward to .../She finds it surprising that ...*)
- 7.5 Regret, dissatisfaction, anger (e.g. *We are sorry that .../This is not what we had in mind/This is not right*)
- 7.6 Agreement, disagreement (e.g. *We (quite) agree that/Naturally, we believe .../That is not ...*)
- 7.7 Correction of misunderstanding (e.g. *Can you explain ... please?/What we meant was ...*)

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and performance

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