

Pruebas para la obtención del título de Técnico Superior en Administración y Finanzas

Convocatoria correspondiente al curso 2021-2022

((Resolución de 3 de diciembre de 2021 de la Dirección General de Educación Secundaria, Formación Profesional y Régimen Especial))

DATOS DEL ASPIRANTE			FIRMA
Apellidos:			
Nombre:	DNI, NIE o Pasaporte	Fecha:	
Código del ciclo: ADGS02	Denominación completa del título: Técnico superior en Administración y Finanzas		
Código del módulo: 0179	Denominación completa del módulo profesional: INGLÉS		

INSTRUCCIONES GENERALES PARA LA REALIZACIÓN DE LA PRUEBA

- Cumplimentar los datos del aspirante antes del examen y firmar en todas las hojas que se entreguen.
- Tener disponible el DNI en la mesa.
- Señalar y escribir con tinta indeleble, que no sea roja, las respuestas y su desarrollo.
- Si se ha de rectificar una respuesta, trazar un aspa o tachar con una línea horizontal. No utilizar líquido corrector
- Utilizar solamente el papel facilitado por el examinador (con el sello y formato correspondiente).
- La prueba se realizará necesariamente con bolígrafo azul o negro (no se permite lápiz).
 - Las respuestas se contestarán en la hoja de respuestas. Solo se tendrán en cuenta las respuestas marcadas en esa tabla.
 - En caso de que aparezcan varias opciones marcadas no se tendrá en cuenta ninguna de ellas.

CRITERIOS DE CALIFICACIÓN Y VALORACIÓN

Se evaluará en base a los resultados de aprendizaje y criterios de evaluación expresados en el RD 1584/2011 y Decreto 92/2012. En concreto los siguientes:

I. COMPRENSIÓN ORAL:

Se han identificado los puntos de vista y las actitudes del hablante.

Se ha extraído información de grabaciones en lengua estándar, relacionadas con la vida social, profesional o académica.

Se ha comprendido con todo detalle lo que se le dice en lengua estándar, incluso en un ambiente con ruido de fondo.

II & III RECURSOS GRAMATICALES Y LINGÜÍSTICOS

IV. COMPRENSIÓN ESCRITA:

Interpreta información profesional contenida en textos escritos complejos, analizando de forma comprensiva sus contenidos.

Se ha interpretado la correspondencia relativa a su especialidad, captando fácilmente el significado esencial.

Se han interpretado, con todo detalle, textos extensos y de relativa complejidad, relacionados o no con su especialidad, pudiendo releer las secciones más difíciles de los mismos.

V. EMISIÓN DE TEXTOS ESCRITOS:

Elabora documentos e informes propios de la actividad profesional o de la vida académica y cotidiana, relacionando los recursos lingüísticos con el propósito del escrito.

Se han utilizado las fórmulas de cortesía propias del documento que se ha de elaborar.

Se han aplicado las fórmulas establecidas y el vocabulario específico en la cumplimentación de documentos.

Se han redactado informes, destacando los aspectos significativos y ofreciendo detalles relevantes que sirvan de apoyo.

Se ha organizado la información con corrección, precisión y coherencia, solicitando y/o facilitando información de tipo general o detallada

VI. PRODUCCIÓN ORAL

Emite mensajes orales claros y bien estructurados, analizando el contenido de la situación y adaptándose al registro lingüístico del interlocutor.

Se ha expresado con fluidez, precisión y eficacia sobre una amplia serie de temas generales, académicos, profesionales o de ocio, marcando con claridad la relación entre las ideas.

Se ha solicitado la reformulación del discurso o parte del mismo cuando se ha considerado necesario.

CALIFICACIÓN

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1. LISTENING

TASK 1. LISTEN TO THE NEWS REPORT AND FILL IN THE GAPS

And now the business news...

There was a further downturn in the economy this month as the..... **(1)** in the United States and Asia Pacific region continues. Yesterday was another day of heavy trading on the..... **(2)**, with big losses in share values. The..... **(3)** for the near future is not good, as market confidence remains low.

Paradise Lane, the struggling luxury hotel group, is seeking new..... (4) to try and avoid (5) following the announcement of disastrous interim results. It currently has a..... (6) of nearly \$5billion. There are rumours of rivals GHN taking a large equity stake in the troubled hotel group.

Phoenix Media announced a 15 % increased in pre-tax..... **(7)** on a annual turnover of \$4.5 million. Added to the strong performance in the last quarter, this is likely to result in an increased..... **(8)** of over 14 cents per share, well up on last year, which will certainly please**(9)**. Following a rise in sales in the emerging markets of

TASK II. LISTEN TO THE CONVERSATION AND CIRCLE THE CORRECT ANSWERS.

10. Joe ... the company workshop.

- [illegible]

11. Emma and Joe ...

- a. don't work in the same company b. work in the same department c. work with Tim

12. Joe was instructed to tell Tim ...

- a. a funny story b. a creative idea c. about the worst time of his life

13. Joe didn't want to talk to Tim because he

- a. didn't like him b. had never met him c. is Joe's manager

14. Joe ... recommend having a laughter workshop to his boss next year.

- a. will definitely b. won't c. might

____/14 points

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II. GRAMMAR

TASK I - TICK IF THE SENTENCE IS CORRECT. IF IT IS WRONG, CORRECT IT.

SENTENCE	CORRECT	WRONG	CORRECTION
1. I am thinking my company is a good place to work			
2. I remember my first day at work			
3. I'm agree with you			
4. The new rule about overtime isn't seeming fair to me.			
5. I work at Amazon since January			
6. How long you have been a consultant?			
7. We'll go out for lunch if the weather gets better.			
8. If I would be you, I'd tell your boss about your concerns with the project			
9. Jakob's the person which computer was found damaged.			
10. I've found out the names of those employees which will need to move offices.			
11. The day where we're supposed to meet is not convenient for me			
12. In my opinon, Greg is the least suitable for the job than Phil.			
13. He used to worked here many years ago.			
14. Is there any messages for me?			

____/7

TASK II - AN HR CONSULTANT IS DECRIBING HER BEST BUSINESS DECISION. COMPLETE HER STOREY USING THE VERBS IN BRACKETS IN THE PAST SIMPLE OR CONTINUOUS OR PRESENT PERFECT. (SOMETIMES MORE THAN ONE ANSWER IS POSSIBLE)

I hope I (15) (make) a lot of good decisions in my career, but I think I (16) (make) my best decision about seven or eight years ago.

We (17) (have) problems recruiting new branch managers. We (18) (look for) people with both sales and managerial experience but we (19) (not have) much success, so I (20) (decide) to introduce my training management programme. We (21) (interview) our best sales people and (22) (promote) the candidates with the qualities we (23) (look for). The programme (24) (teach) the candidates the key management skills they (25) (need) for the branch manager role.

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TASK III. MODAL VERBS. REWRITE THE FOLLOWING SENTENCES WITH AN APPROPRIATE MODAL VERB

COULD	HAVE TO	MUST NOT	NEED	NEEDN'T
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26. It's not necessary to wear a suit and a tie if you work in the IT department
Youin the IT department
27. Company rules say that staff should claim all expenses within one month.
Staffwithin one month.
28. Are you able to look after the French delegation on Friday evening?
.....on Friday evening?
29. It's important to tell your colleagues if you will be out of the office
You out of the office
30. It is forbidden to use the Internet for personal reasons except during lunchtime.
Employees except during lunchtime.

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TASK IV - REPORTED SPEECH

READ THE RESULTS FROM A SURVEY ON OUTSOURCING. REPORT EACH SENTENCE USING A REPORTING VERB (SAID / TOLD) AND CHANGE THE VERB TENSES ACCORDINGLY.

31. 66% of respondents are disappointed with the results of outsourcing their contracts.

32. 49% have seen only part of the benefit they expected from outsourcing

33. 39% will renew their outsourcing contract with their existing supplier

34. 15% are planning to bring the service back in-house

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VOCABULARY

TASK I MATCH THE ACTIVITIES (A-K) WITH THE CORRECT DEPARTMENT

ACTIVITIES	DEPARTMENT	ANSWER
1. R&D	A. DEAL WITH COMPLAINTS	1 =
2. CUSTOMER SERVICE	B. DRAW UP CONTRACTS	2 =
3. HUMAN RESOURCES	C. CARRY OUT RESEARCH	3 =
4. SALES AND MARKETING DEPARTMEN	D. INSTALL AND MAINTAIN SYSTEMS EQUIPMENT	4 =
5. PRODUCTION	E. TRAIN STAFF	5 =
6. FINANCE	F. RUN ADVERTISING CAMPAIGNS	6 =
7. ADMINISTRATION	G. ISSUE PRESS RELEASE	7 =
8. LEGAL	H. OPERATE ASSEMBLY LINES	8 =
9. LOGISTICS	I. PREPARE BUDGETS/ACCOUNTS	9 =
10. PUBLIC RELATIONS	J. KEEP RECORDS	10 =
11. IT	K. TRANSPORT GOODS	11 =

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TAKS II - COLLOCATIONS – COMPLETE THE PHRASES USING THE VERBS IN THE BOX. THERE MAY BE MORE THAN ONE POSSIBLE ANSWER.

ARRANGE	ATTEND	BOOK	CANCEL
FILL IN	HOLD	MAKE	POSTPONE
REACH	TAKE	WRITE UP	

12. _____ an agreement / a conclusion
13. _____ a form / a questionnaire
14. _____ a report / the minutes
15. _____ a room / a venue
16. _____ a meeting / a conference / an event
17. _____ an appointment / a booking
18. _____ the minutes / notes
19. _____ a suggestion / a proposal / an offer

___ / 8

TASK III TICK (✓) THE SENTENCES THAT ARE CORRECT AND CROSS (✗) THE SENTENCES THAT ARE WRONG. PAY ATTENTION TO THE WORDS IN BOLD

20. ___ The **buyer** makes products.
21. ___ If people don't make something in one country, they often **import** it from another country.
22. ___ If the goods are damaged, you can complain to the **supplier**.
23. ___ If you **export** goods, you sell them to foreign countries
24. ___ The **profit** is the money a company makes

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4. READING COMPREHENSION

SUCCESS CAN BE A GAME WITH MANY PLAYERS

BY SARAH MURRAY

One of the side effects of the free food for Google staff is what is known as the “Google 15” – the number of pounds that employees typically gain after joining the Internet Company. But whether it is providing snacks and gourmet meals in the canteen, annual skiing trips or games rooms at the office, the philosophy behind such perks is the same - getting staff to meet each other, interact in informal settings and encourage teamwork.

One way the company does this is to hold competitions in everything, from office decorating to dancing and football, with prizes for the winner. Managers also receive a quarterly “celebratory fund” either to reward accomplishments or to build teamwork by going bowling, go-karting or dining out.

The Best Workplaces survey indicates that such initiatives have a powerful effect. At Google Italy, for example, 90 per cent of the employees agreed that “people celebrate special events around here”.

Also in Italy, 100 per cent agreed, that “this is a friendly place to work” and 96 percent agreed that “there is a “family” or “team” feeling here”.

Another part of Google’s objective is to make its workplace feel fun. Massage chairs, table-tennis tables, video games, lave lamps, hammocks, beanbags, bicycles, large rubber balls, couches and scooters are all part of the furniture in Google offices.

However, when it comes to the serious business of work, great emphasis is placed on engaging employees. “What makes Google a great workplace is that the nature of the work itself is very challenging and interesting”, says Nick Creswell, the company’s university programmes manager for Europe, the Middle East and Africa. “And for the type of people who really enjoy an intellectual challenge, that’s the biggest appeal of working here”.

Fostering this intellectual activity is a policy giving employees a large degree of independence in deciding how to work – both in terms of the hours they work and how they do their jobs. “There’s a real culture of autonomy and empowerment”, says Mr. Creswell, “individuals within the business understand what their own goals are within the context of their teams, and they have a lot of freedom to go out and make those happen”.

Even when it comes to learning and development, many programmes are voluntary and informal. Often it may be a case of inviting university faculty to discuss their latest research. Google also invites prominent writers to give lunchtime talks about their books.

TASK I - READ THE TEXT AND DECIDE IF THE STATEMENTS ARE TRUE (T) OR FALSE (F).

- | | |
|---|-------|
| 1. Google promotes the idea of staff getting together. | T / F |
| 2. Every month, managers get money to build teamwork or reward staff. | T / F |
| 3. Ninety per cent of Google Italy workers thought it was a friendly place to work. | T / F |
| 4. The furniture in Google offices is different to that in most offices. | T / F |
| 5. The work is challenging, and you need a university degree to work there. | T / F |
| 6. Employees know what their objectives are and have the freedom to achieve them. | T / F |
| 7. Employees have the opportunity to listen to well-known or important authors. | T / F |

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TASK II. MATCH THESE NOUNS FROM THE ARTICLE– (9-13) TO THEIR MEANINGS (A-E)

9. ACCOMPLISHMENTS	A. IMPORTANT NEW PLANS TO ACHIEVE	
10. INITIATIVES	B. SUCCESS IN DOING SOMETHING	
11. AUTONOMY	C. GIVING PEOPLE THE POWER TO DO SOMETHING	
12. EMPOWERMENT	D. TEACHING STAFF	
13. FACULTY	E. INDEPENDENCE/FREEDOM TO MAKE YOUR OWN DECISIONS	

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5. WRITING (120-180 WORDS)

READ THIS JOB ADVERT AND WRITE YOUR COVER LETTER APPLYING FOR THIS POST

Our client a leading company within IT Support and Communication has an exciting opportunity for an **Administrative Assistant** to join them. The right person for the role will have the following:

- Previous experience in a similar role
- Able to work methodically, accurately and with attention to detail
- Good oral and written communication skills
- Able to work as part of a team
- Well presented

In return you will receive a salary of £15,000 - £20,000 (pro-rata to part-time hours)

For an opportunity to join this expanding company please submit your CV and cover letter to:

- **Contact:** TaxAssist_Accountants@ITHR.com.uk
- **Reference:** RecruitAA2016

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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6. DIALOGUES - SPEAKING

WHAT WOULD YOU SAY? WRITE A DIALOGUE ACCORDING TO THE FOLLOWING SITUATIONS.

- TASK 1. Diga a un proveedor que quiere hacer un pedido de 200 ordenadores.
- TASK 2. Llaman por teléfono y piden hablar con su jefe, que no está. Ofrezcase a coger un mensaje.
- TASK 3. Llame a la oficina central y pida que le envíen el contrato de IBM nº 3498201 por correo electrónico a la siguiente dirección bbc.co.uk@gmail.com
- TASK 4. Alguien llama pidiendo una cita. Dígale que va a mirar su agenda, una vez lo haya hecho, dígale que está ocupado el 2 de julio, pero que pueden quedar el 3.

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