

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

Convocatoria correspondiente al curso 2024-2025

((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 siguientes resultados de aprendizaje y criterios de evaluación

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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APELLIDOS:			
Nombre:	D.N.I. N.I.E. o Pasaporte:	Fecha:	

PART 1: LISTENING COMPREHENSION 27 (10 points)

1 Listen to the conversation. Correct the sentences by changing the words and phrases in bold. (5 points)

1. It was very **busy** for Peter on the first day of the convention.
2. Cleanaway is the name of Peter's **company**.
3. Peter wants Lisa to set up a meeting with **Human Resources**.
4. The company is looking for a new **accounts assistant**.
5. Lisa is going to send Peter **an insurance policy**.

2 Listen again and answer the questions. (5 points)

1. What type of businesses ordered products from Peter's company at the convention?
.....
2. Who does Peter describe as "quite dynamic"?
.....
3. How does Lisa describe the quality of their cleaning products?
.....
4. Where is Peter going to be on Wednesday morning?
.....
5. How many people have applied for the job mentioned?
.....

PART 1: WRITTEN PRODUCTION

Formal Business Email (150–180 words) (20points)

Situation: You are the office manager. A client recently complained about the delay in delivery of a product. Write a formal email apologizing for the delay, explaining the reason, and offering a discount on their next order.

Include:

- A formal greeting and closing
- Apology and explanation
- A goodwill offer
- Polite and professional tone

PART2: READING

Task 1: Article – Multiple Choice (8 points) (resta 0,5 por error)

Lee el siguiente artículo y responde a las preguntas:

Why Remote Work is Changing the Future of Business

Over the past few years, remote work has evolved from a temporary solution into a long-term strategy for many businesses. While some companies still prefer in-office work, others have shifted entirely to remote or hybrid models. Studies show that employees working from home are often more productive and experience better work-life balance. However, challenges remain, including communication gaps and difficulty building team culture.

Companies that successfully transition to remote work often invest in collaboration tools, digital training, and flexible leadership. According to a recent survey by GlobalWork, 63% of managers noticed improved results from remote teams when proper tools and clear expectations were in place.

Questions:

1. What is the article mainly about?
A) Why businesses are returning to the office
B) The disadvantages of working from home
C) How remote work is changing business
D) A new company that offers remote jobs
2. What benefit of remote work is mentioned?
A) Higher salaries
B) Better time management
C) Less responsibility
D) Greater flexibility in working hours
3. What is one problem with remote work?
A) Low productivity
B) Poor customer service
C) Communication issues
D) High employee turnover
4. What does the article suggest companies should do?
A) Eliminate office meetings
B) Train employees to work independently
C) Invest in office furniture
D) Use tools and clear guidelines

Task 2: Reading Email + Chart – True or False (8 points) (resta 0,5 por error)

Email:

Subject: Q1 Budget Planning

Dear Finance Team,

Attached you'll find the budget overview for Q1. Please note that travel expenses have increased due to more client visits, and IT costs are higher due to software upgrades. Marketing expenses are slightly below target, while HR is on budget.

Let's meet next Thursday at 10:30 AM to finalize the figures and make adjustments if needed.

Best regards,
Angela Gómez – Head of Finance

Budget Overview – Q1

Department Actual Expenses Budgeted Expenses

Travel	€12,000	€9,000
IT	€15,000	€12,000
Marketing	€10,000	€12,000
HR	€8,000	€8,000

Mark the statements as True (T) or False (F):

1. IT expenses were higher than budgeted. _____
2. Marketing went over budget. _____
3. Travel expenses increased due to client visits. _____
4. HR exceeded its budget. _____
5. The team will meet on Wednesday. _____
6. Angela Gómez works in the IT department. _____
7. The software upgrade caused the rise in IT costs. _____
8. Marketing spent exactly what was budgeted. _____

PART 3: USE OF ENGLISH

Task 1: Grammar – Tenses (7 points)

Complete the sentences with the correct tense of the verb in brackets (present simple, present perfect, past simple, future simple).

1. Our company _____ (launch) a new product every year.
2. Last year, we _____ (attend) three international conferences.
3. So far this month, we _____ (receive) five new applications.
4. The meeting _____ (start) at 10 AM tomorrow.
5. I _____ (not/finish) the report yet.
6. When I _____ (arrive) at the office, my manager was already there.
7. I think our sales _____ (increase) next quarter.

Task 2: Passive Voice (8 points)

Rewrite the sentences using the passive voice.

1. The HR department will send the contracts tomorrow.

2. The company launched a new marketing campaign last week.

3. They are discussing the new policy right now.

4. We have completed the annual budget.

Complete the sentences using the passive voice;

5. The report _____ (submit) by the assistant before noon.
6. The new company policies _____ (discuss) at the last meeting.
7. A new branch _____ (open) in Singapore next year.
8. All complaints _____ (deal with) within 48 hours.

Task 3: Relative Clauses (6 points)

Combine the sentences using a relative pronoun .

1. The manager is on holiday. He approved the project.
→ _____
2. We visited the branch. It is located in Berlin.
→ _____
3. They hired a consultant. She has experience in digital transformation.
→ _____
4. This is the software. We use it for online training.
→ _____
5. The employee is very efficient. She manages all international clients.
→ _____
6. They launched a product. It became the company's best-seller.
→ _____

Task 4: Reported Speech (8 points)

Rewrite the direct speech as reported speech.

1. "We will finish the report next week," said the analyst.
The analyst _____
2. "I'm working from home today," said Maria.
Maria _____
3. "Do you have the invoice?" the manager asked.
The manager _____
4. "Please don't forget to bring the documents," she said.
She reminded me _____
5. The manager said, "We need to cut costs."

6. "I will send the invoice tomorrow," the accountant said.

7. "Do you have the updated figures?" she asked.

8. "Please finish the task by Friday," the supervisor told me.

Task 5: Business Vocabulary – Word Formation (8 points)

Complete the sentences with the correct form of the word in brackets.

1. Our CEO gave a very _____ speech at the conference. (motivate)
2. The final _____ will be presented tomorrow. (decide)
3. We need to increase our _____ in the Asian market. (present)
4. The company showed strong _____ growth this year. (finance)
5. Her _____ was based on experience and professionalism. (promote)
6. We had to cancel the order due to a _____ problem. (logistics)
7. He is responsible for _____ new staff. (train)
8. Please send me a written _____ of the project. (describe)

Task 6: : Multiple Choice (6 pts)(resta por error 0.5)

Choose the word that best completes each sentence.

1. We need to ____ the meeting to next Monday due to scheduling conflicts.
a) cancel
b) postpone
c) arrange
d) finish
2. I'm responsible for preparing the monthly financial ____.
a) budget
b) account
c) report
d) payment
3. They're looking to ____ costs by outsourcing customer service.
a) lower
b) decrease
c) reduce
d) save
4. She has a lot of ____ in international trade.
a) knowledge
b) experience
c) practice
d) study
5. We signed a two-year ____ with the supplier.
a) deal
b) arrangement
c) contract
d) agreement
6. The marketing team will ____ a new campaign next month.
a) develop
b) expand
c) grow
d) invent

Task 7:: Match the Expressions (5 pts)

Match the business phrase with its meaning.

Column A

- a. run out of time
- b. in charge of
- c. ahead of schedule
- d. make a deal
- e. follow up

Column B

1. Finish earlier than planned
2. Be responsible for something
3. Contact again later
4. Agree on a business arrangement
5. Have no time left.

PART 4: ORAL PRODUCTION

Role Play Activity 1: Business Meeting – Project Proposal (5 points)

Context::Two colleagues are having a meeting to discuss a project proposal that they need to present to the manager next week. They need to agree on key details before the presentation.

Roles:

Role A – Project Manager

Your goal is to organize a new project aimed at improving the sales team's productivity. You have clear ideas about the budget, deadlines, and tools. You want to be efficient but need support for implementation.

Role B – Marketing Specialist

You think the project has potential, but you believe the approach should be more customer-focused and visually engaging. You're concerned about the budget and the timeline. You want to propose some changes.

Role Play 2: Customer Support – Resolving a Complaint (5 points)

Context::A customer is calling the customer service team to complain about a faulty product they received. The customer service agent needs to handle the complaint professionally, offer solutions, and ensure customer satisfaction.

Roles:

Role A – Customer

You recently purchased a product, but it's broken or not working as expected. You want a refund or replacement and expect good customer service.

Role B – Customer Service Agent

Your role is to remain calm and professional while offering solutions to resolve the complaint. You need to check the return policy and offer a fair resolution to the customer

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