Language Cert

VNiVERSiDAD D SALAMANCA
CAMPUS DE EXCELENCIA INTERNACIONAL

CURSOS Internacionales

LanguageCert USAL esPro

Handbook for Candidates

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languagecert.org

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1. Overview

As of January 2017, Cursos Internacionales de la Universidad de Salamanca and LanguageCert have joined forces to deliver the Professional Spanish language examinations LanguageCert USAL esPro worldwide.

The two organisations have cooperated to continue offering the Spanish BULATS test (Business Language Testing Service) under the new name LanguageCert USAL esPro. The test continues to be developed by Cursos Internacionales de la Universidad de Salamanca, but is administered through a new online platform provided by LanguageCert's mother organisation, PeopleCert.

The alliance signifies a great advancement in the field of language skills assessment, as it combines the expertise of Cursos Internacionales de la Universidad de Salamanca, leader in teaching and assessment of Spanish as a Foreign Language, with PeopleCert's unparalleled technological innovation in test development, administration and certification.

1.1. About LanguageCert USAL esPro

LanguageCert USAL esPro has been designed and abide by the most rigorous quality and reliability standards. It aims to evaluate the level of language skills of candidates who need to use Spanish for professional purposes.

LanguageCert USAL esPro does not require any previous business or professional experience and is intended for:

- non-native speakers of Spanish worldwide
- people needing Spanish for their everyday or working life
- students attending business courses in Spanish
- learners who require externally recognised certification of their command of the Spanish language at work place

1.2. About Universidad de Salamanca

Universidad de Salamanca is an academic point of reference for teaching Spanish language worldwide. It was the first Spanish university to offer Spanish language and culture courses, when starting its Spanish as a Foreign Language programme in 1929. Academic and teaching work continues uninterrupted since then.

Through its Cursos Internacionales de la Universidad de Salamanca currently engages, in all fields related to Spanish as a Foreign Language: teaching students and teachers, producing materials for learning and teaching, and assessing language skills, nationally and internationally, while partnering with organisations to promote the Spanish language, and engaging in the award-winning work *"Campus de Excelencia Internacional"* for its committed work on Hispanic culture and values dissemination.

In 1997 Universidad de Salamanca, along with University of Cambridge, Alliance Française and Goethe Institut, developed a multilingual testing Service for the professional language, BULATS, sharing the online platform for the exams in English, Spanish, German and French. As of 2017 the Universidad de Salamanca has partnered with PeopleCert for the delivery of the Spanish BULATS test under the name LanguageCert USAL esPro BULATS, which was subsequently changed to LanguageCert USAL esPro.

1.3. About LanguageCert

LanguageCert is an Awarding Organisation dedicated to language skills assessment and certification. It is a subsidiary of PeopleCert, a global leader in the certification industry, that has been delivering millions of exams in more than 200+ countries.

LanguageCert is a business name of PeopleCert Qualifications Ltd, a UK company which develops its own language qualifications and partners with renowned organisations worldwide to offer high-quality language skills assessment and certification to the global learners' community. For the delivery of its own qualification exams, as well as for examinations delivered in collaboration with its partners, LanguageCert deploys state-of-the-art, innovative and flexible exam administration technologies and

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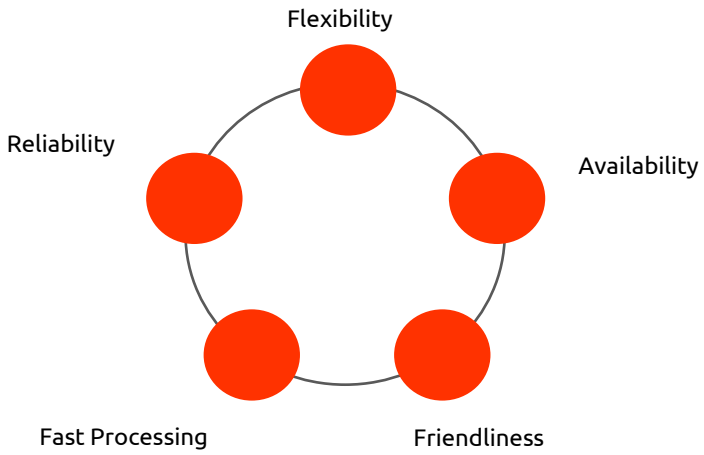
systems developed by PeopleCert and tailor-made to each exam's specific requirements.

LanguageCert also benefits from 24/7/365 excellent customer service that PeopleCert offers to language schools, teachers and candidates, while always abiding by its core values: Quality, Innovation, Passion and Integrity.

This Handbook provides a comprehensive introduction to the LanguageCert USAL esPro and aims to provide information and advice to candidates and centres. It also serves as a reference point for teachers who prepare their candidates for the LanguageCert USAL esPro.

2. Why take LanguageCert USAL esPro examinations?



- **Flexibility of exam structure**

Candidates may decide to take each of the LanguageCert USAL esPro tests separately, if they wish to, depending on the skills in which they need to be certified. The LanguageCert USAL esPro Listening and Reading test is available both in Paper and Computer-based versions.

- **Availability of Examination Dates**

LanguageCert Approved Test Centres are in control of scheduling the date and time of the examinations and can hold examinations whenever it is suitable for them and their candidates.

- **Friendliness**

The tasks are sufficiently universal to suit all language learning styles and preparation methods. They are authentic tasks that replicates real professional life situations.

- **Fast processing**

All candidates receive electronically a short feedback Test Report designed to demonstrate their performance per skill.

Provisional Computer-based results are available immediately after the candidate takes the Listening and Reading test, while

All candidates with score of 10 and above are awarded their Certificate which is mapped per CEFR Level according to their performance.

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E-certificates are available upon release of final results, while hard-copy certificates are available shortly after.

- **Reliability**

During the whole process of creation, development, administration and qualification, the LanguageCert USAL esPro tests meet the highest and most strict quality standards set by the University of Salamanca and PeopleCert, benchmarked against the criteria determined by the Common European Framework of Reference for Languages (CEFR) and the Association of Language Testers in Europe (ALTE)

3. LanguageCert USAL esPro overview and content

LanguageCert USAL esPro offers the following three tests to cover all four language skills:

- LanguageCert USAL esPro Listening and Reading (Paper and Computer-based versions)
- LanguageCert USAL esPro Writing (Paper-based)
- LanguageCert USAL esPro Speaking (Paper-based)

Note: Computer-based version is available as a Classroom exam through an Approved Test Centred and as Online exam with live invigilation through www.languagecert.org.

Candidates may use the above tests in any combination to meet their specific needs. The tests include a series of tasks that evaluate candidate's ability to use Spanish in a way to develop the broad field of skills needed for effective communication in different contexts.

Test	Part/Duration	Type of task
LanguageCert USAL esPro Listening an Reading (Paper-based)	Listening (50 minutes)	Understanding short conversations or monologues.
		Taking down phone messages orders, notes, etc.
		Listening for gist, identifying topic, context or function. Short monologues/ dialogues.
		Listening to extend speech for detail and inference. Monologue/dialogue.
	Reading (60 minutes)	Understanding notices, messages, timetables, adverts, leaflets, graphs, etc. Multiple-choice task.
		Grammar and vocabulary. Gapped sentences with multiple-choice task.
		Newspaper or magazine article, advert, leaflet, etc. Long text with multiple choice task.
		Grammar. Medium-length text, open cloze.
		Reading for specific information. Four short texts with matching text.
		Grammar and vocabulary. Medium-length text with multiple-choice cloze.
		Grammar. Medium-length text, open-cloze.
		Grammar and vocabulary. Gapped sentence with multiple-choice task.
		Reading for gist and specific information. Newspaper or magazine article, report, etc. Long text with multiple-choice task.
		Error correction task. Medium-length text.

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LanguageCert USAL esPro Writing	Part 1 - 15 minutes	Email (50–60 words)
	Part 2 - 30 minutes	Report or letter (180–200 words)
LanguageCert USAL esPro Speaking	Part 1 – 4 minutes	Interview
	Part 2 – 4 minutes	Presentation
	Part 3 – 4 minutes	Information Exchange and Discussion

Table 1. LanguageCert USAL esPro overview

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3.1. LanguageCert USAL esPro Listening and Reading (Paper-based)

The LanguageCert USAL esPro Listening and Reading (Paper-based) test lasts 110 minutes and evaluates listening and reading skills, and knowledge of grammar and vocabulary. The test includes the following question types:

- Multiple choice: candidates read a text or listen to a recording and then answer questions. Each question has three or four options, only one of which is correct.
- Cloze: candidates are given a text with gaps, where words or phrases are missing. There are two types of 'cloze':
    - multiple-choice cloze to choose from the four options given
    - open cloze to select the right word for the gap
- Gapped sentences: candidates are given individual sentences with one word missing each. They choose the correct word to fill the gap from the four options given.

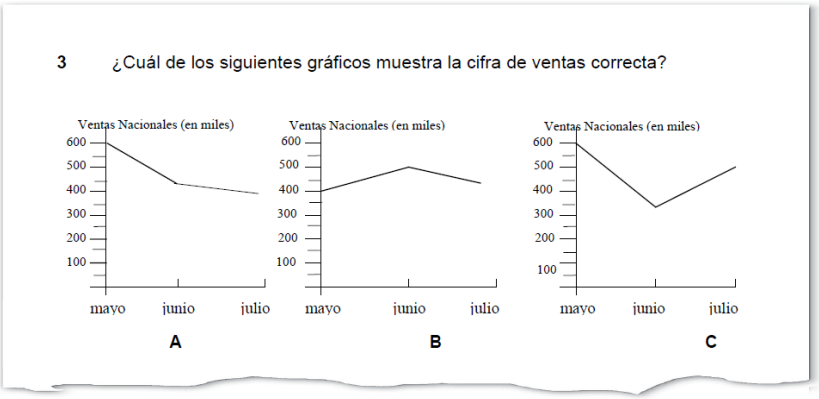
The test is divided into two parts: Listening and Reading

3.1.1. Listening

Part	Type of task	# questions
Part 1	Understanding short conversations or monologues.	10
Part 2	Taking down phone messages orders, notes, etc.	12
Part 3	Listening for gist, identifying topic, context or function. Short monologues/ dialogues.	10
Part 4	Listening to extend speech for detail and inference. Monologue/dialogue.	18

3.1.1.1. Understanding short recordings (10 questions)

You listen to 10 short recordings (each about 20 seconds long) and try to understand what the people are talking about, or who is talking or what they are trying to say in each one. You have to choose the correct answer from three options (A, B or C). For the first five questions the three options are pictures. You will hear the recordings twice. In the example below, you have to listen and decide which graph the speaker is talking about.



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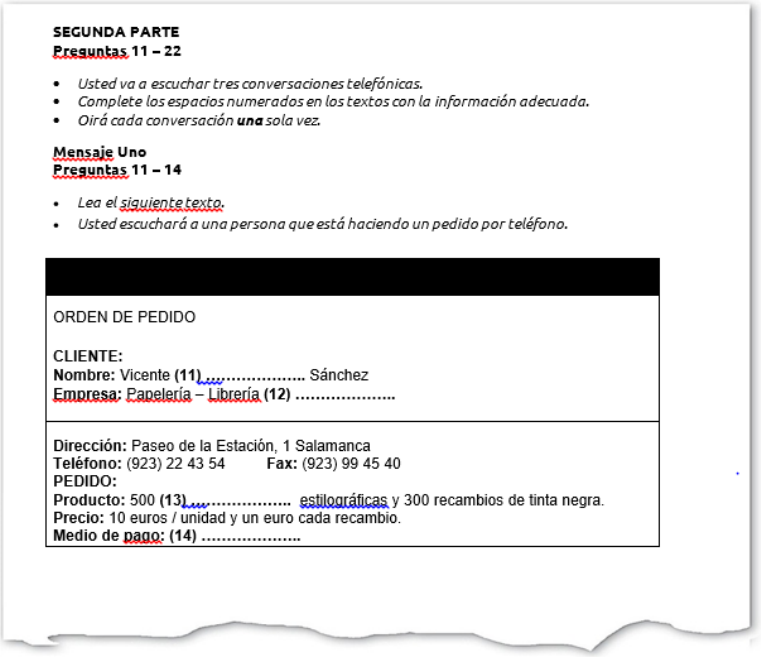
3.1.1.2. Taking down messages, notes, etc. (12 questions)

You listen to three recordings. For each one, you have a form, a note or notes to complete, using the information you hear. You need to listen carefully, as you will hear each recording only once.



SEGUNDA PARTE
Preguntas 11 – 22

- *Usted va a escuchar tres conversaciones telefónicas.*
- *Complete los espacios numerados en los textos con la información adecuada.*
- *Oirá cada conversación **una** sola vez.*

Mensaje Uno
Preguntas 11 – 14

- *Lea el siguiente texto.*
- *Usted escuchará a una persona que está haciendo un pedido por teléfono.*

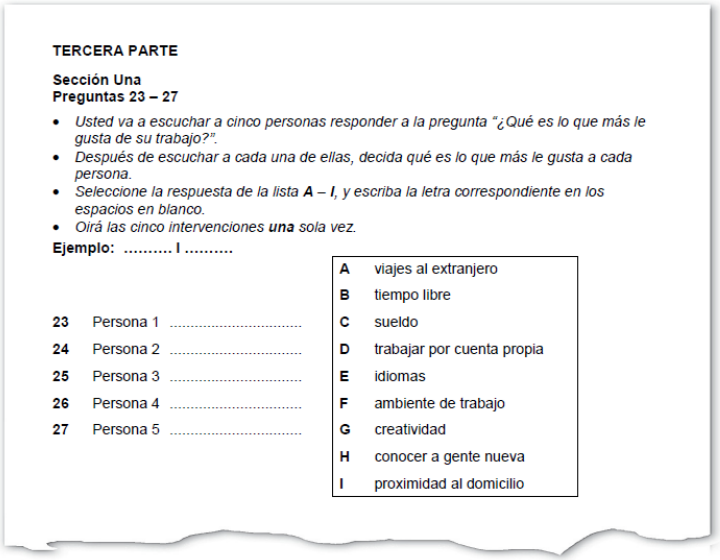
ORDEN DE PEDIDO

CLIENTE:
Nombre: Vicente **(11)** ..... Sánchez
Empresa: Papelería – Librería **(12)** .....

Dirección: Paseo de la Estación, 1 Salamanca
Teléfono: (923) 22 43 54 **Fax:** (923) 99 45 40
PEDIDO:
Producto: 500 **(13)** ..... estilográficas y 300 recambios de tinta negra.
Precio: 10 euros / unidad y un euro cada recambio.
Medio de pago: (14) .....

3.1.1.3. Understanding short recordings (10 questions)

It consists of two sections, with one recording and five questions in each one. Each question is about 20 seconds long. The whole recording is 2 minutes long. You have to listen and try to understand what the people are talking about, or who is talking or what they are trying to say in each one. In the example below, you hear five people talking. There are nine different options to choose from (A-I). You have to listen to each person talking and decide they most like about their work. You need to listen carefully as you will hear the five questions only once. In the real test, there is a second task like this one.



TERCERA PARTE

Sección Una
Preguntas 23 – 27

- *Usted va a escuchar a cinco personas responder a la pregunta "¿Qué es lo que más le gusta de su trabajo?".*
- *Después de escuchar a cada una de ellas, decida qué es lo que más le gusta a cada persona.*
- *Seleccione la respuesta de la lista **A – I**, y escriba la letra correspondiente en los espacios en blanco.*
- *Oirá las cinco intervenciones **una** sola vez.*

Ejemplo: ..... **I** .....

23	Persona 1	**A**	viajes al extranjero
24	Persona 2	**B**	tiempo libre
25	Persona 3	**C**	sueldo
26	Persona 4	**D**	trabajar por cuenta propia
27	Persona 5	**E**	idiomas
		F	ambiente de trabajo
		G	creatividad
		H	conocer a gente nueva
		I	proximidad al domicilio

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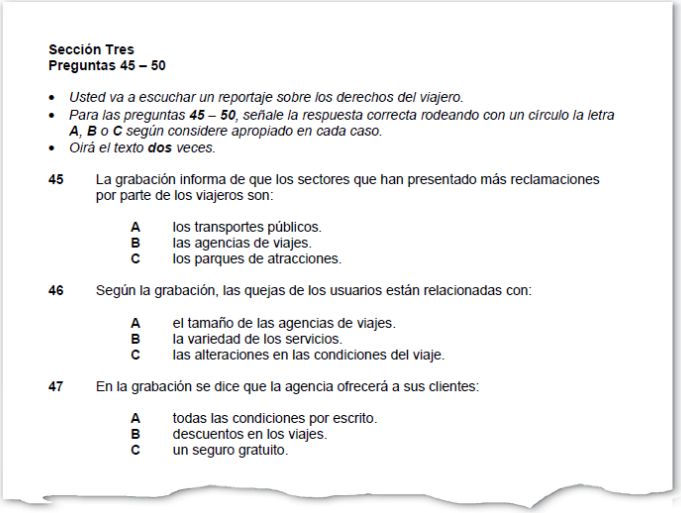
3.1.1.4. Understanding a longer recording (18 questions)

It consists of three sections (three recordings). In each one, you listen to a longer conversation or presentation and you have to answer detailed questions about what the people are saying. There are six questions for each recording, and for each question you choose from three options (A, B or C). You will hear the recordings twice. In the example below, find the first three questions for this recording. Remember that there will be three more questions to answer for this section and two more recordings to listen to, each with six questions which you have to answer.



Sección Tres
Preguntas 45 – 50

- *Usted va a escuchar un reportaje sobre los derechos del viajero.*
- *Para las preguntas **45 – 50**, señale la respuesta correcta rodeando con un círculo la letra **A**, **B** o **C** según considere apropiado en cada caso.*
- *Oirá el texto **dos** veces.*

45 La grabación informa de que los sectores que han presentado más reclamaciones por parte de los viajeros son:

A los transportes públicos.
B las agencias de viajes.
C los parques de atracciones.

46 Según la grabación, las quejas de los usuarios están relacionadas con:

A el tamaño de las agencias de viajes.
B la variedad de los servicios.
C las alteraciones en las condiciones del viaje.

47 En la grabación se dice que la agencia ofrecerá a sus clientes:

A todas las condiciones por escrito.
B descuentos en los viajes.
C un seguro gratuito.

3.1.2. Reading

Section	Type of task	# questions
Part 1		
Section 1	Understanding notices, messages, timetables, adverts, leaflets, graphs, etc. Multiple-choice task.	7
Section 2	Grammar and vocabulary. Gapped sentences with multiple-choice task.	6
Section 3	Newspaper or magazine article, advert, leaflet, etc. Long text with multiple choice task.	6
Section 4	Grammar. Medium-length text, open cloze.	5
Part 2		
Section 1	Reading for specific information. Four short texts with matching text.	7
Section 2	Grammar and vocabulary. Medium-length text with multiple-choice cloze.	5
Section 3	Grammar. Medium-length text, open-cloze.	5

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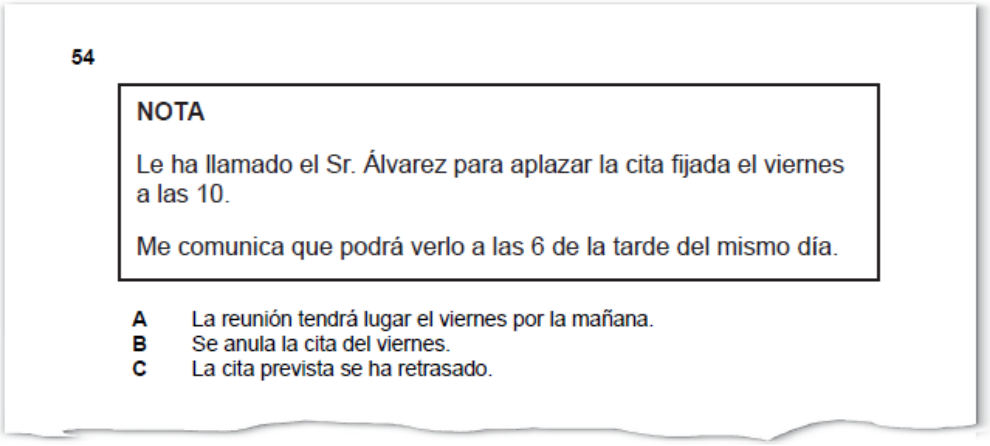
Section 4	Grammar and vocabulary. Gapped sentence with multiple-choice task.	6
Section 5	Reading for gist and specific information. Newspaper or magazine article, report, etc. Long text with multiple-choice task.	6
Section 6	Error correction task. Medium-length text.	7

3.1.2.1. Understanding notices and short extracts (7 questions)

You read some common notices or extracts from letters, forms, adverts, leaflets, etc. You answer one question about each one. In the example below, you have to match the correct explanation (A, B or C) to the sentence.



54

NOTA

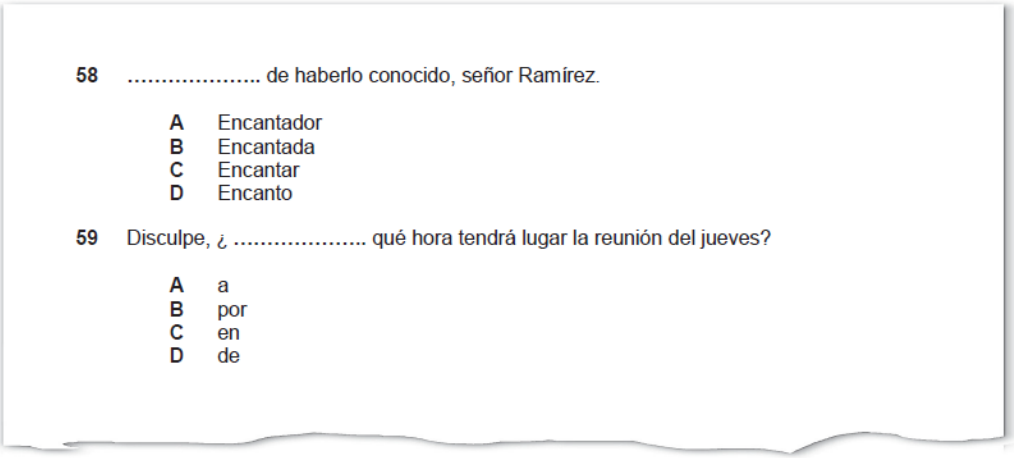
Le ha llamado el Sr. Álvarez para aplazar la cita fijada el viernes a las 10.

Me comunica que podrá verlo a las 6 de la tarde del mismo día.

A La reunión tendrá lugar el viernes por la mañana.
B Se anula la cita del viernes.
C La cita prevista se ha retrasado.

3.1.2.2. Sentences with a gap (6 questions)

You have to complete each sentence using only one of the four choices (A, B, C or D) choosing the word which best completes each sentence.



58 ..... de haberlo conocido, señor Ramírez.

A Encantador
B Encantada
C Encantar
D Encanto

59 Disculpe, ¿ ..... qué hora tendrá lugar la reunión del jueves?

A a
B por
C en
D de

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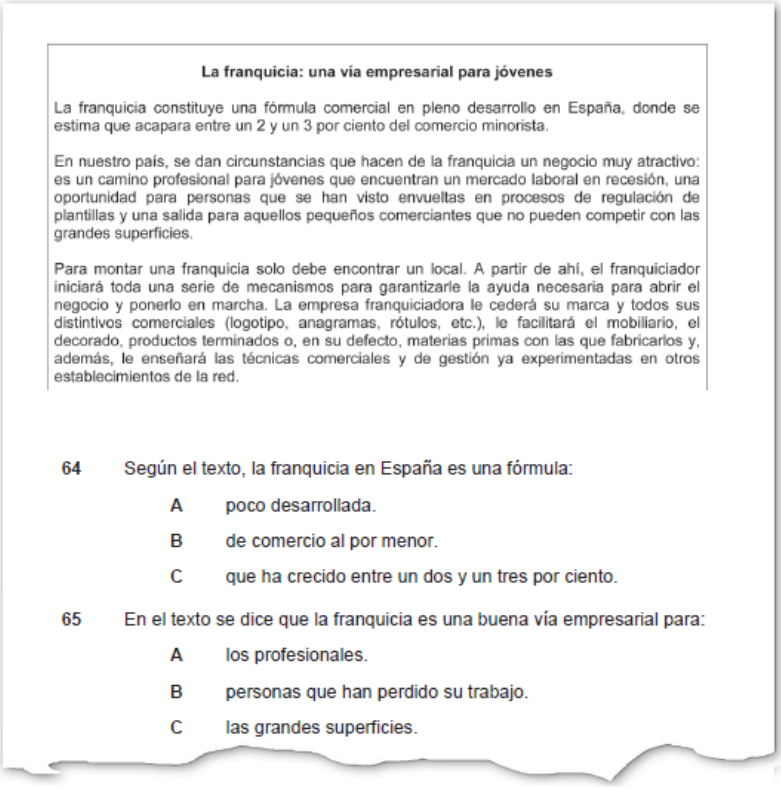
3.1.2.3. Longer text with multiple-choice questions (6 questions)

You have to read a longer text and answer six multiple-choice questions. The questions test your general understanding of the text and your ability to find specific information. Read the text and see if you can answer the two questions of the example. In the real test the text will be longer, and you will have four more questions to answer.



La franquicia: una vía empresarial para jóvenes

La franquicia constituye una fórmula comercial en pleno desarrollo en España, donde se estima que acapara entre un 2 y un 3 por ciento del comercio minorista.

En nuestro país, se dan circunstancias que hacen de la franquicia un negocio muy atractivo: es un camino profesional para jóvenes que encuentran un mercado laboral en recesión, una oportunidad para personas que se han visto envueltas en procesos de regulación de plantillas y una salida para aquellos pequeños comerciantes que no pueden competir con las grandes superficies.

Para montar una franquicia solo debe encontrar un local. A partir de ahí, el franquiciador iniciará toda una serie de mecanismos para garantizarle la ayuda necesaria para abrir el negocio y ponerlo en marcha. La empresa franquiciadora le cederá su marca y todos sus distintivos comerciales (logotipo, anagramas, rótulos, etc.), le facilitará el mobiliario, el decorado, productos terminados o, en su defecto, materias primas con las que fabricarlos y, además, le enseñará las técnicas comerciales y de gestión ya experimentadas en otros establecimientos de la red.

64 Según el texto, la franquicia en España es una fórmula:

A poco desarrollada.

B de comercio al por menor.

C que ha crecido entre un dos y un tres por ciento.

65 En el texto se dice que la franquicia es una buena vía empresarial para:

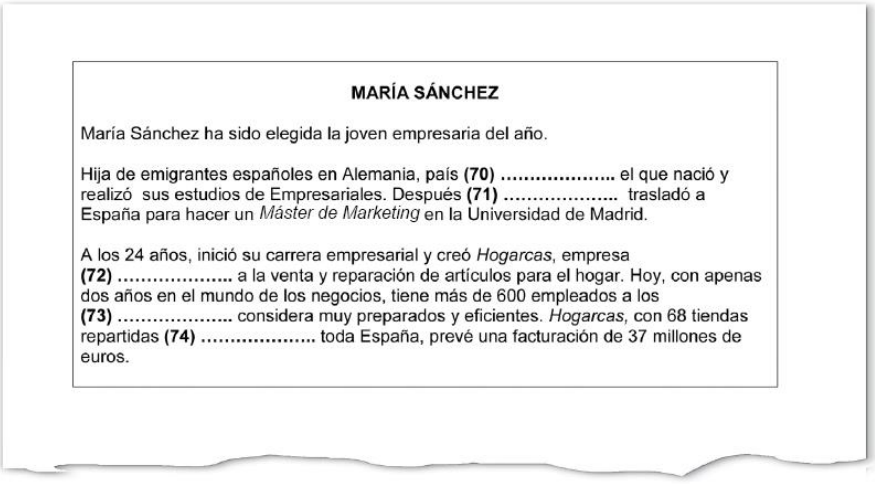
A los profesionales.

B personas que han perdido su trabajo.

C las grandes superficies.

3.1.2.4. Filling gaps in a text (5 questions)

You have to read a text in which there are some missing words (gaps). For each gap, you have to write the correct word to complete the sentence. You must write only one word in each space. This type of exercise tests your grammatical knowledge of Spanish.



MARÍA SÁNCHEZ

María Sánchez ha sido elegida la joven empresaria del año.

Hija de emigrantes españoles en Alemania, país **(70)** ..... el que nació y realizó sus estudios de Empresariales. Después **(71)** ..... trasladó a España para hacer un *Máster de Marketing* en la Universidad de Madrid.

A los 24 años, inició su carrera empresarial y creó *Hogarcas*, empresa **(72)** ..... a la venta y reparación de artículos para el hogar. Hoy, con apenas dos años en el mundo de los negocios, tiene más de 600 empleados a los **(73)** ..... considera muy preparados y eficientes. *Hogarcas*, con 68 tiendas repartidas **(74)** ..... toda España, prevé una facturación de 37 millones de euros.

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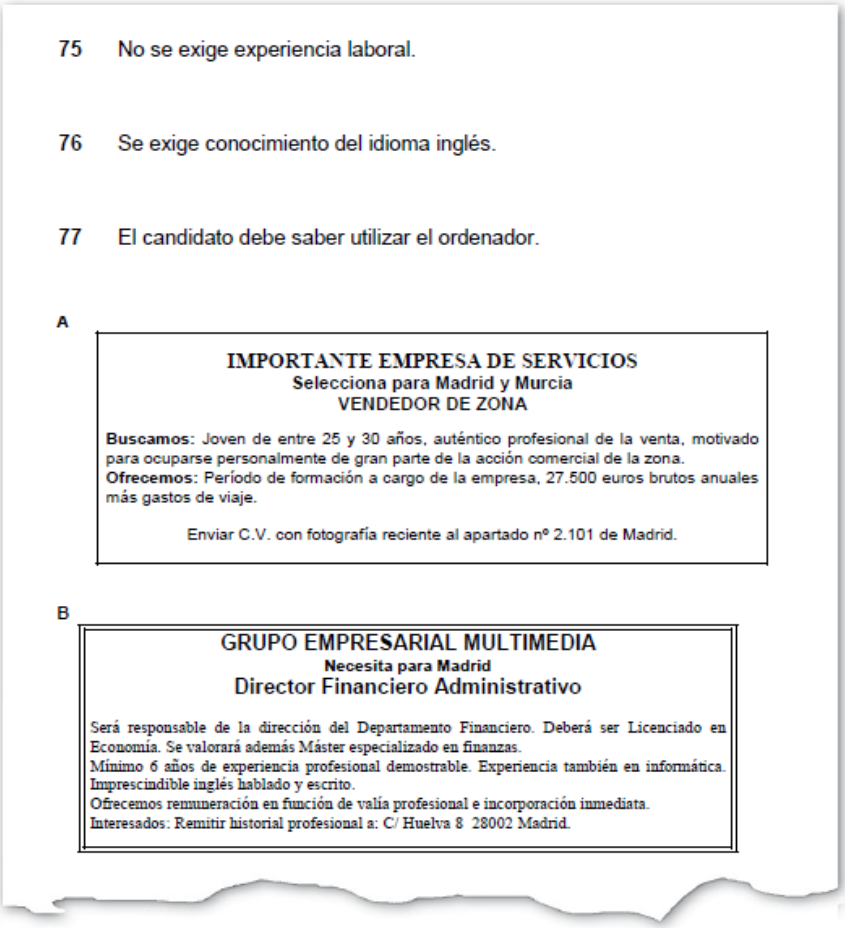
3.1.2.5. Finding information in short texts (7 questions)

You read four short texts, such as adverts, product descriptions, etc. Then you match different sentences with each of those texts. There are seven sentences and four texts (A, B, C or D), so you may have to use each text more than once. In the example below, you have to read the sentences and match each one to one of the texts. In the real exam, there will be two more texts and four more sentences.



75 No se exige experiencia laboral.

76 Se exige conocimiento del idioma inglés.

77 El candidato debe saber utilizar el ordenador.

A

IMPORTANTE EMPRESA DE SERVICIOS
Selecciona para Madrid y Murcia
VENDEDOR DE ZONA

Buscamos: Joven de entre 25 y 30 años, auténtico profesional de la venta, motivado para ocuparse personalmente de gran parte de la acción comercial de la zona.
Ofrecemos: Período de formación a cargo de la empresa, 27.500 euros brutos anuales más gastos de viaje.

Enviar C.V. con fotografía reciente al apartado nº 2.101 de Madrid.

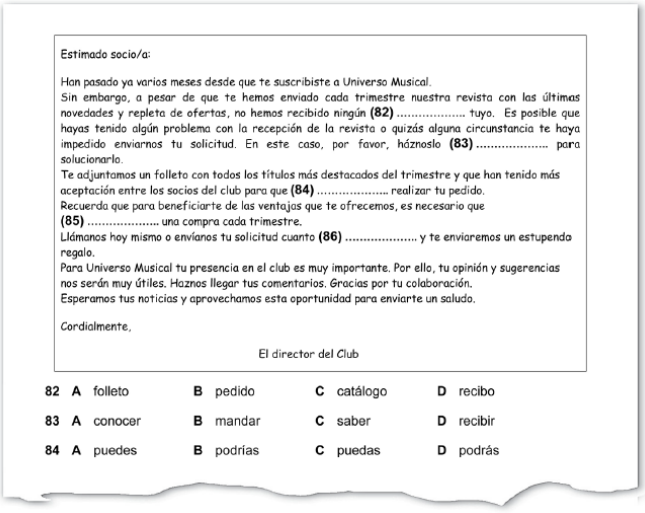
B

GRUPO EMPRESARIAL MULTIMEDIA
Necesita para Madrid
Director Financiero Administrativo

Será responsable de la dirección del Departamento Financiero. Deberá ser Licenciado en Economía. Se valorará además Máster especializado en finanzas.
Mínimo 6 años de experiencia profesional demostrable. Experiencia también en informática.
Imprescindible inglés hablado y escrito.
Ofrecemos remuneración en función de valía profesional e incorporación inmediata.
Interesados: Remitir historial profesional a: C/ Huelva 8 28002 Madrid.

3.1.2.6. Filling gaps in a text with options (5 questions)

This type of exercise tests your knowledge of grammar and vocabulary. You have to read a text with five words missing. There is a choice of four words (A, B, C or D) for each gap and you have to choose the best answer. The example below is part of an extract with three of the five questions. Choose the best word to fill each space from the four choices given for each gap.



Estimado socio/a:

Han pasado ya varios meses desde que te suscribiste a Universo Musical.
Sin embargo, a pesar de que te hemos enviado cada trimestre nuestra revista con las últimas novedades y repleta de ofertas, no hemos recibido ningún **(82)** ..... tuyo. Es posible que hayas tenido algún problema con la recepción de la revista o quizás alguna circunstancia te haya impedido enviarnos tu solicitud. En este caso, por favor, háznoslo **(83)** ..... para solucionarlo.
Te adjuntamos un folleto con todos los títulos más destacados del trimestre y que han tenido más aceptación entre los socios del club para que **(84)** ..... realizar tu pedido.
Recuerda que para beneficiarte de las ventajas que te ofrecemos, es necesario que **(85)** ..... una compra cada trimestre.
Llámanos hoy mismo o envíanos tu solicitud cuanto **(86)** ..... y te enviaremos un estupendo regalo.
Para Universo Musical tu presencia en el club es muy importante. Por ello, tu opinión y sugerencias nos serán muy útiles. Haznos llegar tus comentarios. Gracias por tu colaboración.
Esperamos tus noticias y aprovechamos esta oportunidad para enviarte un saludo.

Cordialmente,

El director del Club

82	A	folleto	B	pedido	C	catálogo	D	recibo
83	A	conocer	B	mandar	C	saber	D	recibir
84	A	puedes	B	podrías	C	puedas	D	podrás

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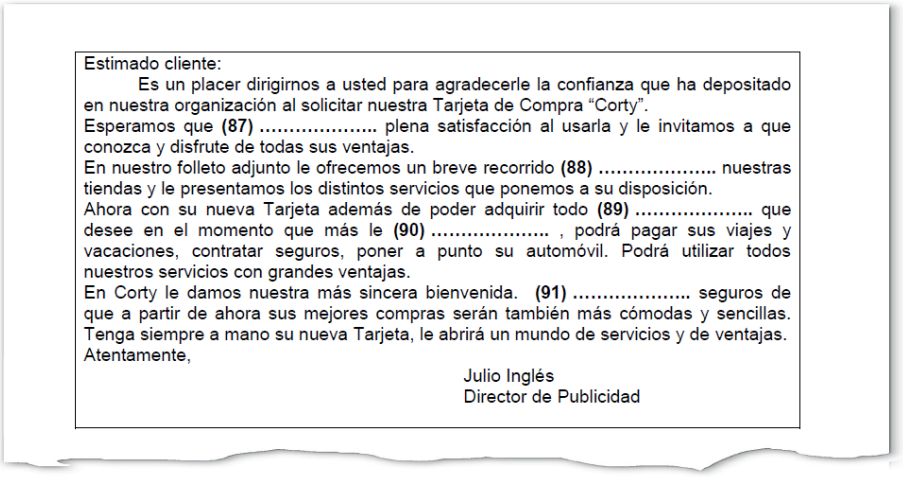
3.1.2.7. Filling gaps in a text (5 questions)

You have to read a text in which five words are missing and think of a word to fill each gap. Read the text below and try to think of the right word to fill each of the gaps.



Estimado cliente:

Es un placer dirigirnos a usted para agradecerle la confianza que ha depositado en nuestra organización al solicitar nuestra Tarjeta de Compra "Corty".

Esperamos que **(87)** ..... plena satisfacción al usarla y le invitamos a que conozca y disfrute de todas sus ventajas.

En nuestro folleto adjunto le ofrecemos un breve recorrido **(88)** ..... nuestras tiendas y le presentamos los distintos servicios que ponemos a su disposición.

Ahora con su nueva Tarjeta además de poder adquirir todo **(89)** ..... que desee en el momento que más le **(90)** ..... , podrá pagar sus viajes y vacaciones, contratar seguros, poner a punto su automóvil. Podrá utilizar todos nuestros servicios con grandes ventajas.

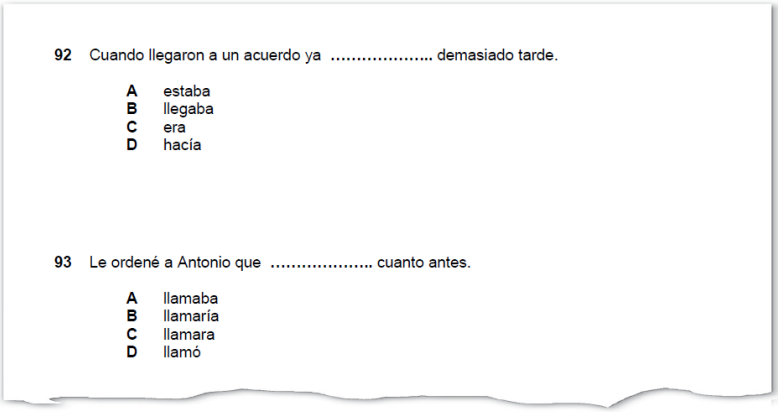
En Corty le damos nuestra más sincera bienvenida. **(91)** ..... seguros de que a partir de ahora sus mejores compras serán también más cómodas y sencillas. Tenga siempre a mano su nueva Tarjeta, le abrirá un mundo de servicios y de ventajas.

Atentamente,

Julio Inglés
Director de Publicidad

3.1.2.8. Sentences with a gap (6 questions)

You have to choose the right word or phrase to fill a gap in a sentence. There are four choices (A, B, C or D) for each question. Have a look at the two questions below and see if you can decide which word you need to complete each sentence. In the real exam, there will be four more questions like these for you to answer.



92 Cuando llegaron a un acuerdo ya ..... demasiado tarde.

A estaba
B llegaba
C era
D hacía

93 Le ordené a Antonio que ..... cuanto antes.

A llamaba
B llamaría
C llamara
D llamó

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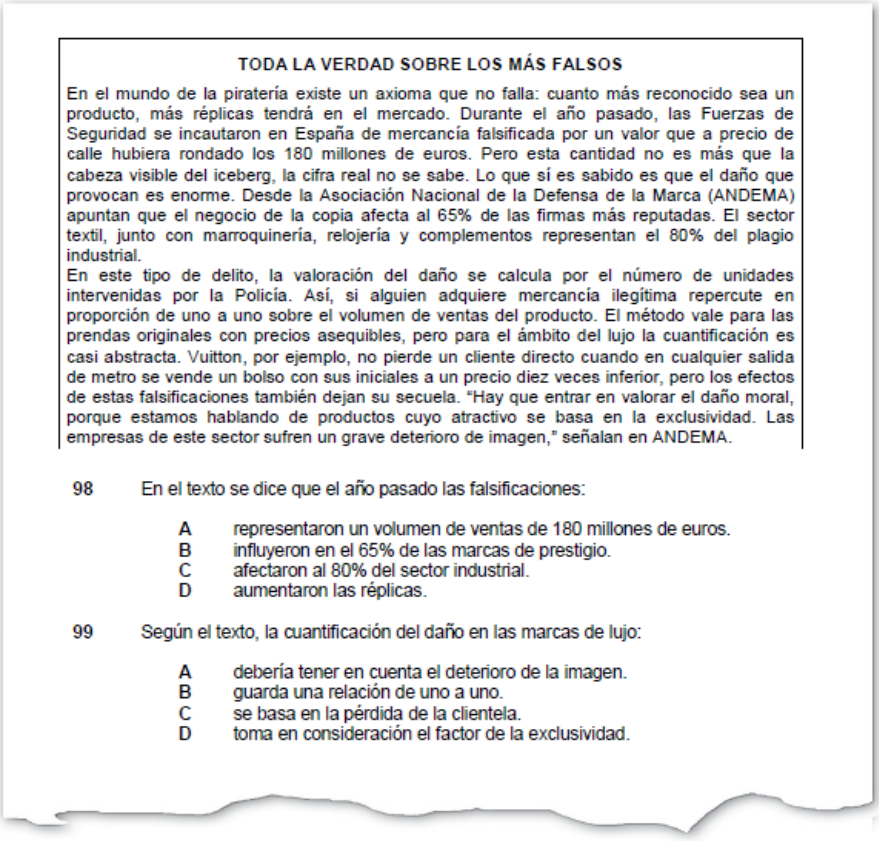
3.1.2.9. Understanding a longer text (6 questions)

You read a longer text, such as part of a business report, a newspaper article, etc. Then you answer some detailed questions on it. You have to choose from four options (A, B, C or D) for each question. The example below shows you part of an article and two of the six questions. Remember that there will be four more questions like these in the real exam.



TODA LA VERDAD SOBRE LOS MÁS FALSOS

En el mundo de la piratería existe un axioma que no falla: cuanto más reconocido sea un producto, más réplicas tendrá en el mercado. Durante el año pasado, las Fuerzas de Seguridad se incautaron en España de mercancía falsificada por un valor que a precio de calle hubiera rondado los 180 millones de euros. Pero esta cantidad no es más que la cabeza visible del iceberg, la cifra real no se sabe. Lo que sí es sabido es que el daño que provocan es enorme. Desde la Asociación Nacional de la Defensa de la Marca (ANDEMA) apuntan que el negocio de la copia afecta al 65% de las firmas más reputadas. El sector textil, junto con marroquinería, relojería y complementos representan el 80% del plagio industrial.

En este tipo de delito, la valoración del daño se calcula por el número de unidades intervenidas por la Policía. Así, si alguien adquiere mercancía ilegítima repercute en proporción de uno a uno sobre el volumen de ventas del producto. El método vale para las prendas originales con precios asequibles, pero para el ámbito del lujo la cuantificación es casi abstracta. Vuitton, por ejemplo, no pierde un cliente directo cuando en cualquier salida de metro se vende un bolso con sus iniciales a un precio diez veces inferior, pero los efectos de estas falsificaciones también dejan su secuela. "Hay que entrar en valorar el daño moral, porque estamos hablando de productos cuyo atractivo se basa en la exclusividad. Las empresas de este sector sufren un grave deterioro de imagen," señalan en ANDEMA.

98 En el texto se dice que el año pasado las falsificaciones:

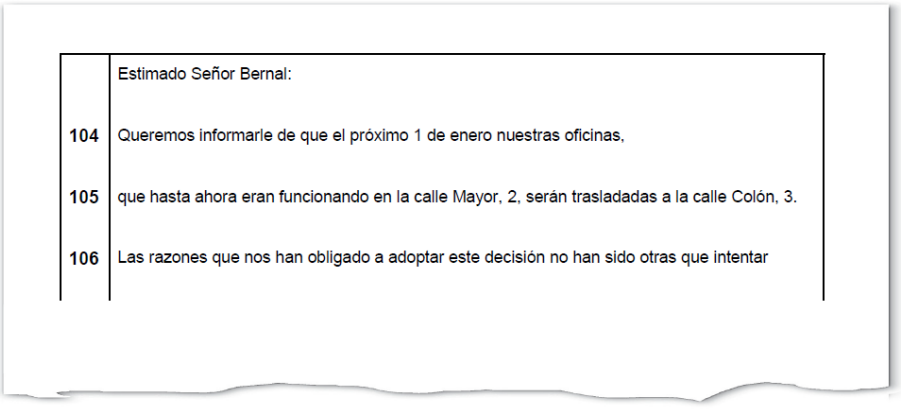
A representaron un volumen de ventas de 180 millones de euros.
B influyeron en el 65% de las marcas de prestigio.
C afectaron al 80% del sector industrial.
D aumentaron las réplicas.

99 Según el texto, la cuantificación del daño en las marcas de lujo:

A debería tener en cuenta el deterioro de la imagen.
B guarda una relación de uno a uno.
C se basa en la pérdida de la clientela.
D toma en consideración el factor de la exclusividad.

3.1.2.10. Correcting errors in a text (7 questions)

You have to read a text which is at least seven lines long. Some lines have errors in them. If the line is correct, you put a tick (√) on your answer sheet. If there is a wrong word in the line, you write the correct word on your answer sheet. In the example below, see if you can find any errors in lines 104–106. Remember that there will be four more lines to check in the real exam.



Estimado Señor Bernal:

104 Queremos informarle de que el próximo 1 de enero nuestras oficinas,

105 que hasta ahora eran funcionando en la calle Mayor, 2, serán trasladadas a la calle Colón, 3.

106 Las razones que nos han obligado a adoptar este decisión no han sido otras que intentar

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3.2. LanguageCert USAL esPro Listening and Reading (Computer-based)

The LanguageCert USAL esPro Listening and Reading (Computer-based) test includes a large number of questions, covering all levels of language proficiency (from basic to advanced). Questions appear on the computer's screen and candidates need a keyboard and a mouse to respond. The test's adaptive feature depicts the use of state-of-the-art assessment technology, given the fact that the questions are automatically selected based on the right or wrong responses provided by the candidate. In other words, the questions become progressively easier or more difficult, adapting uniquely to each candidate's skills (i.e. if the candidate gives a wrong answer, an easier question follows; if the candidate gives a correct answer, the next question will be more difficult).

The Computer-based adaptive test offers:

- a shorter in length testing session than the Paper-based version, since a smaller number of questions is needed to determine the candidate's level.
- test lasts ≃60 minutes, while the Paper-based lasts 110 minutes, and evaluates reading and listening skills, knowledge of grammar and vocabulary, as the Paper-based version.

The test includes the following question types:

3.2.1. Listening

3.2.1.1. Short text with multiple choice options

Based on the recording you hear, you will have to read questions and respond to them by selecting one of the available options. Note that there may be more than one question per page, so make sure to scroll down.

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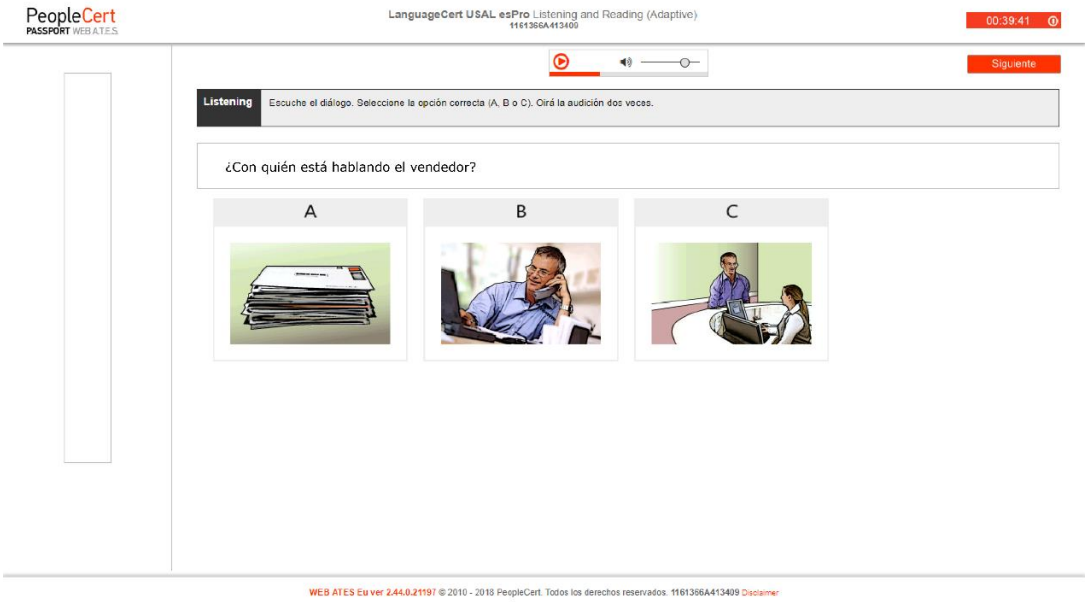
3.2.1.2. Multiple choice with an image

Based on the recording you hear you have to respond to a question by selecting the image you think is correct.



3.2.2. Reading

3.2.2.1. Understanding signs and short messages

You will read common signs or extracts from letters, forms, adverts, leaflets, etc. You will answer a question about each one. In the example below, you have to match the correct explanation (A, B or C) to the meaning of the sign.

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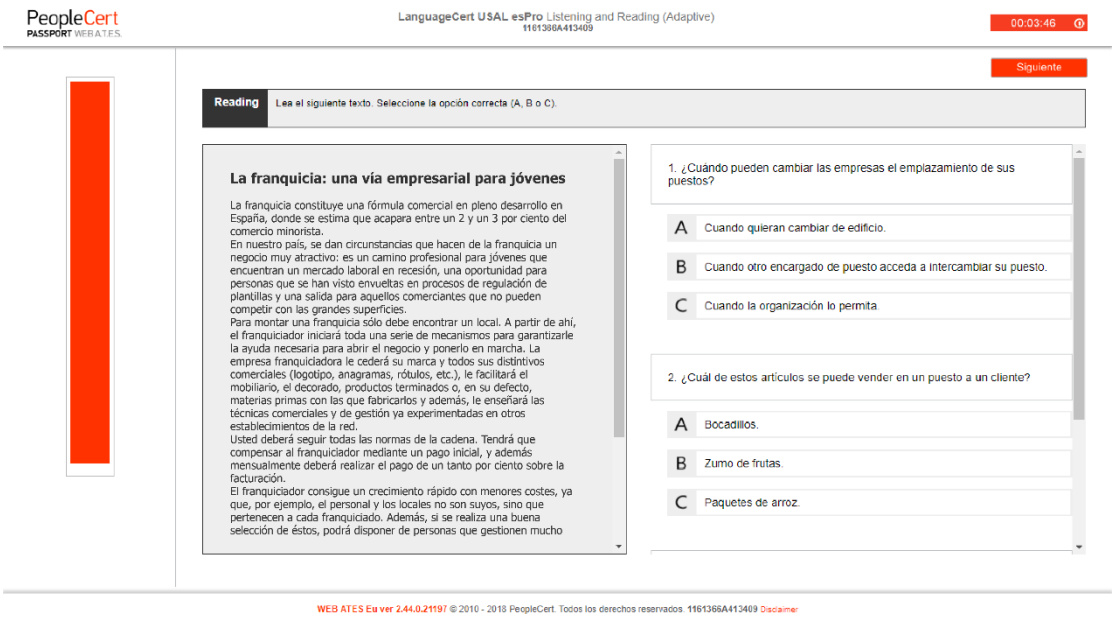
3.2.2.2. Sentence with a gap

You complete each sentence by selecting the correct option from the four options provided (A, B, C or D).

3.2.2.3. Longer text with multiple-choice questions

You will read a longer text and answer multiple-choice questions by choosing one of the available answers (A, B or C).



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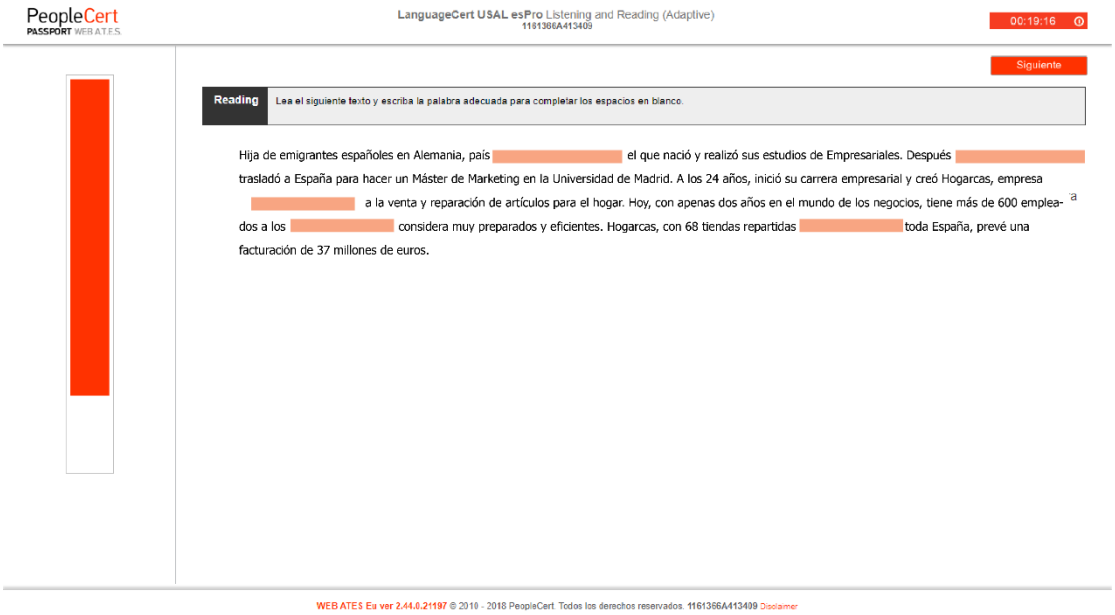
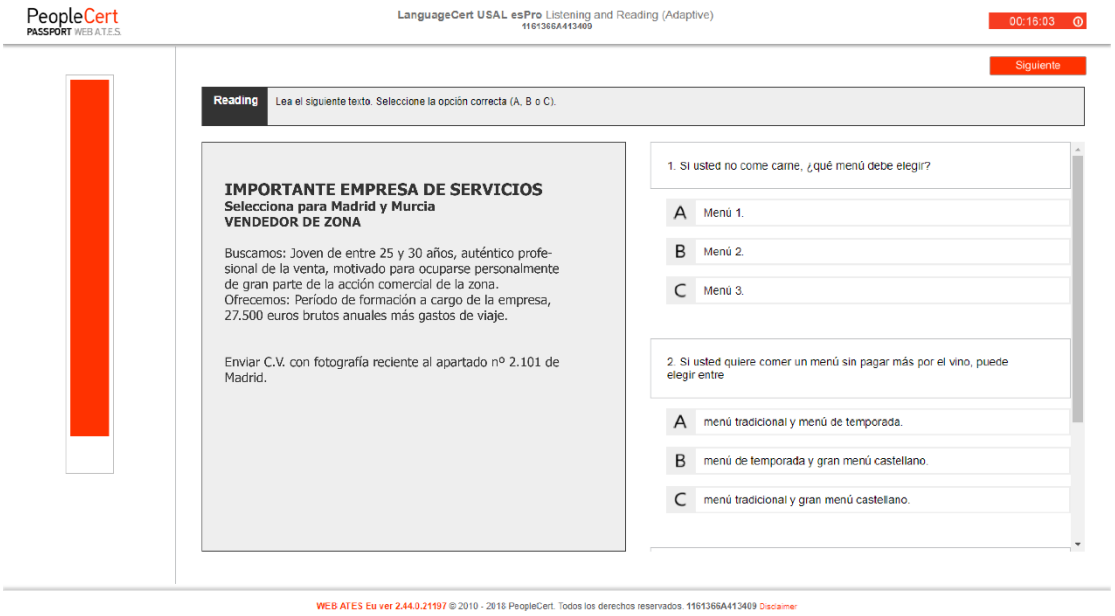
3.2.2.4. Filling gaps in a text

You will read a text in which there are missing words (gaps). For each gap, type a correct word to complete the sentence. Use only one word in each space.



3.2.2.5. Finding information in short texts

You will read three short texts, such as adverts, product descriptions, etc. For each question, you need to select the text (A, B or C) that matches the sentence. You may have to choose each text more than once.



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3.2.2.6. Fill the gaps in a text

This type of exercise tests your knowledge of grammar and vocabulary. You will have to read a text with five words missing. There is a choice of three options (A, B or C) for each gap and you have to choose the best answer.

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3.3. LanguageCert USAL esPro Writing test

The LanguageCert USAL esPro Writing test assesses writing skills and knowledge of grammar and vocabulary.

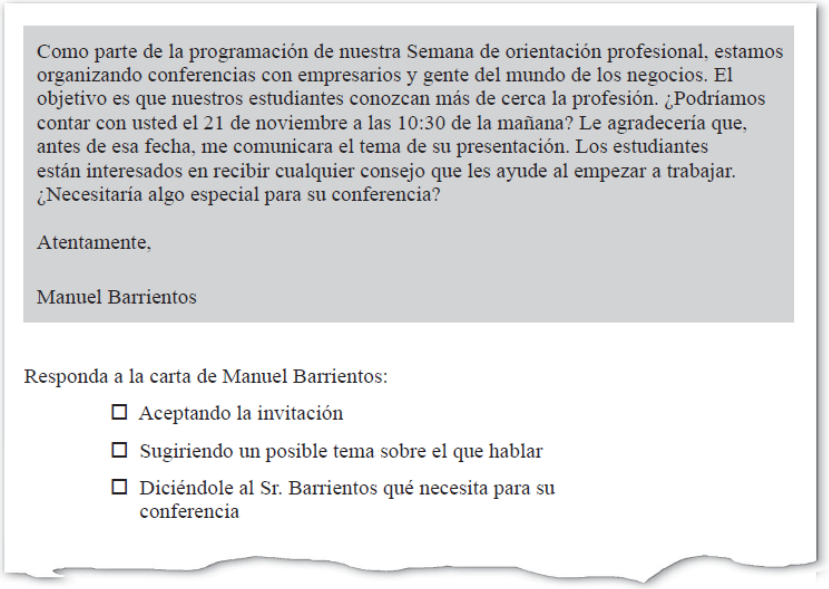
The LanguageCert USAL esPro Writing test is divided into two parts.

Content	Writing	Suggested duration
Part 1	Email (50–60 words)	15 minutes
Part 2	Report or letter (180–200 words)	30 minutes

The test lasts for 45 minutes. It is suggested that you spend 15 minutes on Part 1 and 30 minutes on Part 2.

3.3.1. Part 1: Email

In Part 1 you have to write a short message, fax, letter or email using the information given. It is important to cover all the points given in the instructions. You should write 50–60 words for your answer. In the Part 1 example below, you have received a letter and you have to write a reply to Manuel Barrientos.



Como parte de la programación de nuestra Semana de orientación profesional, estamos organizando conferencias con empresarios y gente del mundo de los negocios. El objetivo es que nuestros estudiantes conozcan más de cerca la profesión. ¿Podríamos contar con usted el 21 de noviembre a las 10:30 de la mañana? Le agradecería que, antes de esa fecha, me comunicara el tema de su presentación. Los estudiantes están interesados en recibir cualquier consejo que les ayude al empezar a trabajar. ¿Necesitaría algo especial para su conferencia?

Atentamente,

Manuel Barrientos

Responda a la carta de Manuel Barrientos:

- ☐ Aceptando la invitación
- ☐ Sugiriendo un posible tema sobre el que hablar
- ☐ Diciéndole al Sr. Barrientos qué necesita para su conferencia

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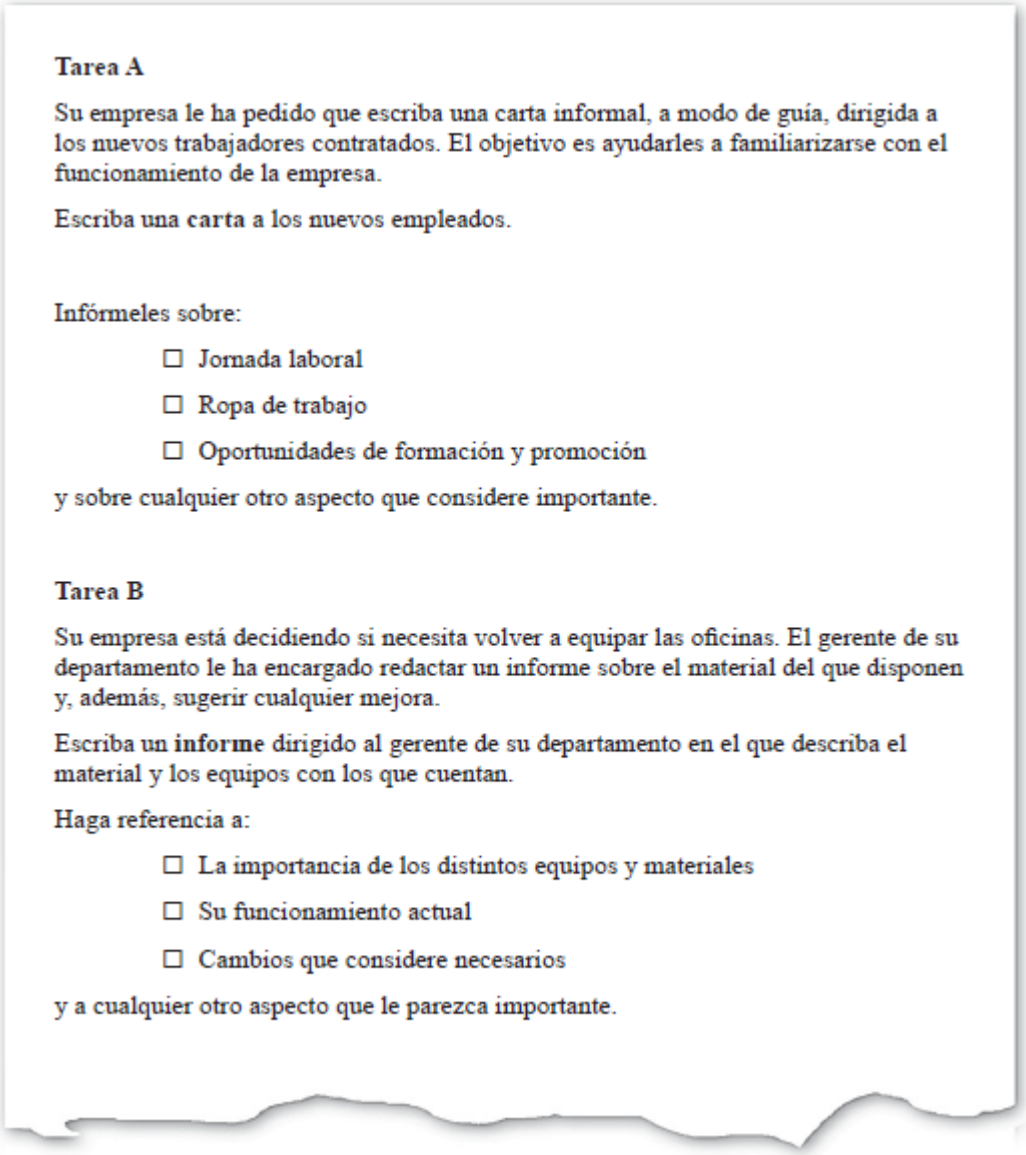
3.3.2. Part 2: Report or letter

A letter or a report format is required. Again, you need to cover all the points given in the instructions, but this time the answer should be longer (180–200 words) and needs to be written in an appropriate style. Have a look at the two tasks below and think about the answers you could write.



Tarea A

Su empresa le ha pedido que escriba una carta informal, a modo de guía, dirigida a los nuevos trabajadores contratados. El objetivo es ayudarles a familiarizarse con el funcionamiento de la empresa.

Escriba una **carta** a los nuevos empleados.

Infórmeles sobre:

- ☐ Jornada laboral
- ☐ Ropa de trabajo
- ☐ Oportunidades de formación y promoción

y sobre cualquier otro aspecto que considere importante.

Tarea B

Su empresa está decidiendo si necesita volver a equipar las oficinas. El gerente de su departamento le ha encargado redactar un informe sobre el material del que disponen y, además, sugerir cualquier mejora.

Escriba un **informe** dirigido al gerente de su departamento en el que describa el material y los equipos con los que cuentan.

Haga referencia a:

- ☐ La importancia de los distintos equipos y materiales
- ☐ Su funcionamiento actual
- ☐ Cambios que considere necesarios

y a cualquier otro aspecto que le parezca importante.

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3.4. LanguageCert USAL esPro Speaking test

The LanguageCert USAL esPro Speaking test assesses your spoken Spanish in a professional context. The table below shows you what the test involves:

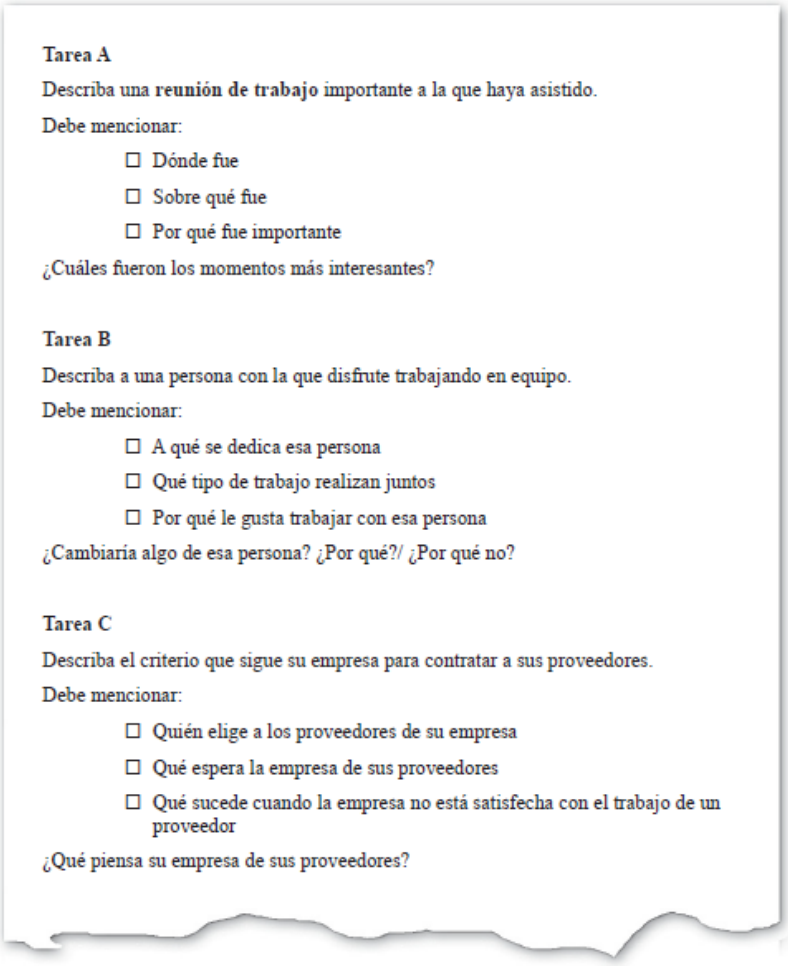
Content	Speaking	Duration
Part 1	Interview	About 4 minutes
Part 2	Presentation	About 4 minutes
Part 3	Information Exchange and Discussion	About 4 minutes

3.4.1. Part 1: Interview

In Part 1, you need to be able to talk about your background, education, job, studies, career plans or personal interests.

3.4.2. Part 2: Presentation

In Part 2, you have to give a short presentation about a work-related topic. You have to choose one of three topics which the examiner will give you and talk for 1 minute. You have 1 minute to read the three topics, choose one and make some notes about what you want to say. The examiner will ask you a question after you have finished speaking. Below are some examples of the kind of topics you might get in Part 2.



Tarea A

Describa una **reunión de trabajo** importante a la que haya asistido.

Debe mencionar:

- ☐ Dónde fue
- ☐ Sobre qué fue
- ☐ Por qué fue importante

¿Cuáles fueron los momentos más interesantes?

Tarea B

Describa a una persona con la que disfrute trabajando en equipo.

Debe mencionar:

- ☐ A qué se dedica esa persona
- ☐ Qué tipo de trabajo realizan juntos
- ☐ Por qué le gusta trabajar con esa persona

¿Cambiaría algo de esa persona? ¿Por qué?/ ¿Por qué no?

Tarea C

Describa el criterio que sigue su empresa para contratar a sus proveedores.

Debe mencionar:

- ☐ Quién elige a los proveedores de su empresa
- ☐ Qué espera la empresa de sus proveedores
- ☐ Qué sucede cuando la empresa no está satisfecha con el trabajo de un proveedor

¿Qué piensa su empresa de sus proveedores?

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3.4.3. Part 3: Information Exchange and Discussion

In Part 3, you have to role-play a situation with the examiner and then participate in a discussion on a similar topic. The examiner will give you some instructions about the task and you have 1 minute to read them. If you don't know so much about the topic, you should remember that the important thing is to demonstrate your Spanish ability. Look at the example of a Part 3 task below and think about how you would ask for the information you need.

Intercambio de información

Usted es el encargado de organizar un congreso de un día que tendrá lugar en un hotel de su localidad. El examinador será el organizador del congreso por parte del hotel, y tiene pensado reunirse con usted para ultimar los preparativos.

Reúna la siguiente información:

- ☐ Capacidad de la sala de conferencias más grande
- ☐ Coste de la habitación
- ☐ Equipamiento disponible en la sala

A continuación, le preguntarán qué opina de los datos que le proporcionen.

Debate:

Debata el siguiente tema con el examinador:

¿Cómo se ha de organizar un congreso para que sea un éxito?

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4. Preparing for LanguageCert USAL esPro

The LanguageCert USAL esPro evaluates listening, reading, writing and speaking skills that are required for most purposes – not only in business.

If you are following a General Spanish course or preparing on your own to take LanguageCert USAL esPro, have a look at the following list of topics and situations which could be covered. Try to read or listen to material on these topics, as this will help you to prepare more effectively, so that you can feel confident when you take the test.

4.1. Topics and functions

PERSONAL INFORMATION	**Asking for and giving personal details (name, occupation, etc.).**
	Asking about and describing jobs and responsibilities.
	Asking about and describing a company and its organization.
THE OFFICE, GENERAL BUSINESS ENVIRONMENT AND ROUTINE	Arranging appointments/meetings
	Planning future events and tasks.
	Asking for and giving permission
	Giving and receiving instructions
	Predicting and describing future possibilities.
	Asking for and giving opinions
	Agreeing and disagreeing.
	Making, accepting and rejecting suggestions
	Expressing needs and wants.
	Discussing problems.
	Making recommendations.
	Justifying decisions and past actions.
ENTERTAINMENT OF CLIENTS, FREE TIME, RELATIONSHIPS WITH COLLEAGUES AND CLIENTS	Discussing interests and leisure activities.
	Inviting, accepting and refusing offers and invitations (Writing only).
	Thanking and expressing appreciation
	Apologising and accepting apologies
TRAVEL	Making enquiries, reservations, requests and complaints
HEALTH	Health and safety rules in the workplace.
LEISURE ACTIVITIES, INTERESTS AND SPORTS	Buying and selling.
PRODUCTS AND SERVICES	Understanding and discussing prices and delivery dates, offers and agreements.
	Asking for and giving information about a product or service
	Making comparisons, expressing opinions, preferences, etc.
	Making and receiving complaints
RESULTS AND ACHIEVEMENTS	Descriptions and explanations of company performance and results, trends, events and changes.
OTHER TOPIC AREAS	A number of other topics in areas of general interest, such as food and drink, education (training, courses), consumer goods, shopping and prices, etc. may be included.

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Overview of Assessment

4.2. Assessment in Paper-based and Computer-based (Adaptive) tests:

All the Speaking and Writing exams of LanguageCert USAL esPro are marked by the certified examiners of Cursos Internaciones de la Universidad de Salamanca. There are courses of criteria unification that are done periodically, in order to ensure the consistency and objectivity (impartiality) of the evaluation, following the CEFR guidelines.

For the Paper-based version, all candidates take the same paper-based test, regardless of their language proficiency.

For the Computer-based version, the questions adapt uniquely to the level of each candidate.

4.3. Understanding scores

The LanguageCert USAL esPro scores are presented on a scale of 0 to100 and are mapped to the Council of Europe's Common European Framework of Reference for Languages (CEFR) as follows:

CERF Levels	LanguageCert USAL esPro Scores
C2	90 – 100
C1	75 – 89
B2	60 – 74
B1	40 – 59
A2	20 – 39
A1	10 – 19

There is no 'Pass' or 'Fail' mark. Test takers upon the completion of the LanguageCert USAL esPro test will receive:

- **Test Report**, which presents in a clear and easy-to-understand way
    - the candidate's overall score
    - separate scores for every language skill taken – Listening and Reading &Writing and Speaking
    - a summary of "Can Do" statements aligned with the CEFR levels. These are functional/situational statements that describe what a candidate would be expected to do at work place at a specific CEFR level in Spanish.
- **Certificate**, where the candidate's results corresponding to a level from A1 to C2 are presented, for scores of 10 or above

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4.3.1. Calculation of the test score

The overall score of the LanguageCert USAL esPro Listening & Reading test is not simply an average of the individual scores of each test session (Listening, Reading), and it is calculated based on a specific scoring algorithm that identifies the candidate's language competence, as each test section carries a different weight. For example, if the Listening Score is 50 and the Reading Score is 60, the overall score will not necessarily be 55.

4.4. Sample Test Report & Certificate

Language Cert

VNIVERSIDAD D SALAMANCA
CAMPUS DE EXCELENCIA INTERNACIONAL
CURSOS Internacionales

Acreditan que

Olivia Luypaert

ha obtenido el certificado

LanguageCert USAL esPro

Expresión oral

Resultado (Nivel MCER): B2

Número del certificado
GR875000001OL

Número del candidato
9980065582703910

Fecha del examen
24 January 2017

Michael Milanovic
LanguageCert
Presidente

José Miguel Sánchez Llorente
Cursos Internacionales de la Universidad de Salamanca
Consejero Delegado

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CURSOS Internacionales

Informe del Candidato

Número del candidato	*9876543210DCBA*
Apellido(s):	*Apellido(s)*
Nombre:	*Nombre*
Test:	*Comprensión auditiva y de lectura*
Centro de examen:	*Test Centre*
Fecha del examen:	*15 octubre 2017*

Resultados	Puntuación	Nivel MCER
Resultado global*	85	C1
Resultado comprensión auditiva	87	C1
Resultado comprensión de lectura	85	C1

Michael Milanovic
LanguageCert
Presidente

José Miguel Sánchez Llorente
Cursos Internacionales de la Universidad de Salamanca
Consejero Delegado

Los resultados están expresados en una escala de 0 a 100.

La puntuación total de la prueba de Comprensión auditiva y de lectura y su correspondiente nivel según el MCER no es el promedio de las calificaciones de cada una de las destrezas por separado. Esta se calcula a partir de las puntuaciones de todos los ítems de las dos pruebas, teniendo en cuenta el índice de dificultad de cada uno de los ítems y aplicando un algoritmo de calificación que mide de forma precisa el grado de competencia lingüística del candidato

El Certificado de LanguageCert USAL esPro se emite para resultados correspondientes al nivel de MCER (A1 a C2).

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CIF Q3718001E con número de registro A37208105.

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4.5. Descriptions of competence at each level

CEFR	Score	Can do statements
C2	90 – 100	• Can use the telephone persuasively and effectively. • Can understand all but the most specialised letters and documents. • Can put points persuasively when dealing with clients, and speak effectively and at length in meetings. • Can write most kinds of letters and reports and take dictation on non-routine matters.
C1	75 – 89	• Can use the telephone for most purposes. • Can understand quickly most letters and documents, with some dictionary help. • Can deal with clients effectively, handling matters outside their own field. • Can write most letters and reports with few errors.
B2	60 – 74	• Can use the telephone with good understanding. • Can understand most reports and non-routine letters, with dictionary help. • Can deal with clients and resolve most problems in their own field. • Can write more complex messages and non-routine factual letters, if work is checked.
B1	40 – 59	• Can use the telephone for routine messages (e.g. arrangements for a meeting). • Can understand routine letters and information about familiar products or services. • Can deal with clients on routine matters (e.g. taking orders) and engage in limited conversation (e.g. talking about personal interests). • Can write factual messages and routine letters, if work is checked.
A2	20 – 39	• Can use the telephone for simple messages. • Can state and understand simple messages or instructions. • Can deal with clients by asking and responding to simple questions. • Can write simple messages and letters following a standard model.
A1	10 – 19	• Can understand simple phone messages. • Can follow short simple written instructions especially if they contain pictures. • Can pass on simple messages of a routine kind. • Can write a simple routine request to a colleague.

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