LanguageCert USAL esPro
Handbook for Candidates

June 2022

Version 3.0

Public

TABLE OF CONTENTS

LIST OF TABLES

Document Revision History		
Version	**Date**	**Description of Change**
3.0	**27/06/2022**	Update on the way of conducting the Speaking exam.
2.0	**24/05/2022**	– Change of description of University of Salamanca. – Addition of the LC USAL esPro Writing test as Computer-based and Online exam. – Addition of the Digital badge sample and Test Report with photo, for the Online exams.
01.3	**25/11/2019**	Minor updates and clarification regarding computer-based exam in chapter 3.
01.2	**12/02/2019**	Review of 2019
01.1	**08/02/2018**	Review of 2018
01.0	**04/04/2017**	Initial version

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Process: Manage and Support Exams
ECS_WI_26-13 LanguageCert USAL esPro Handbook for Candidates ver3.0 **|** 27/06/2022
Page **4** of **36**

About LanguageCert

LanguageCert is an Ofqual recognised Awarding Organisation responsible for the development and award of language qualifications. LanguageCert's mission is to offer high quality language qualifications that are truly fit-for-purpose for the markets/candidates they serve.

LanguageCert International ESOL Qualifications (Entry level, Level 1, Level 2, and Level 3, corresponding to CEFR levels A1 to C2) are regulated by Ofqual.

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 collaboration 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 is a suite of Spanish certifications, specifically developed for professional purposes that assess and certify the 4 skills in Spanish: Listening & Reading, Writing, and Speaking. The exams have been designed and abide by the most rigorous quality and reliability standards.

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

- non-native Spanish speakers 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 the workplace

- people who want to prove their command of Spanish for academic purposes

1.2 About Universidad de Salamanca

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

Universidad de Salamanca, through its Cursos Internacionales, 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 disseminate Hispanic culture and values. The university's work is recognised nationally and internationally.

1.3 About LanguageCert

LanguageCert is an Ofqual recognised Awarding Organisation committed to developing and delivering high-quality, internationally recognised language exams that enhance the career, education and life opportunities of individuals worldwide.

Our exams are reliable, our exam delivery methods are innovative and our certificates are internationally recognised. We are officially accepted by an ever-growing number of Higher Education institutions, organisations and government authorities internationally. We are also a Home Office approved provider of SELT exams for UK Visas & Immigration, in the UK and internationally.

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Process: Manage and Support Exams
ECS_WI_26-13 LanguageCert USAL esPro Handbook for Candidates ver3.0 | 27/06/2022
Page **6** of **36**

LanguageCert is a member of the PeopleCert Group, the global leader in the delivery of examination and accreditation services. 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 LanguageCert USAL esPro exams 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 tests?
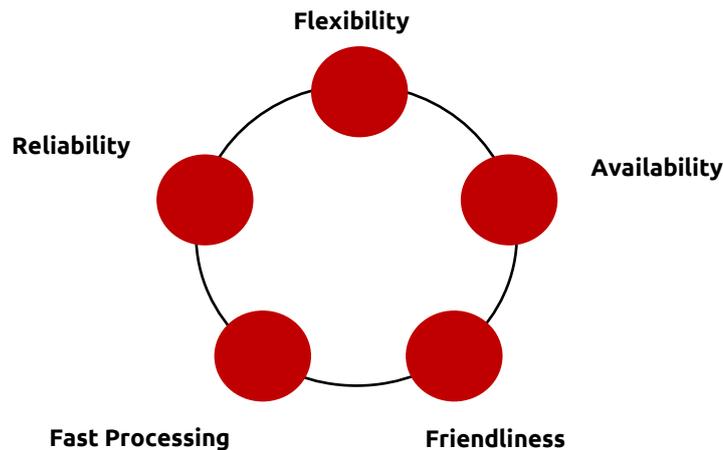
- Flexibility of exam structure

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 & Reading and Writing tests are available in Paper and Computer-based version and as well as Online exams.

- 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. Thanks to LanguageCert Online exams, candidates can now take their LanguageCert USAL esPro Listening & Reading and Writing test at their preferred time and location without visiting a Test Centre. LanguageCert Online exams with remote, live invigilation is a new service that allows candidates to take an exam anytime (24/7/365), anywhere.

All that is needed is a computer, a webcam and a stable internet connection. A real person (invigilator) is always online to guide, support and supervise the candidate during the exam process. This is an innovative way of delivering exams that lead to the same qualifications as on-site exams: same exam, same certificate, same recognition.

- Friendliness

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

- Fast processing

All candidates receive digitally a Test Report designed to demonstrate their performance per skill.

Provisional results are available immediately after the candidate takes the LanguageCert USAL esPro Listening & Reading test in Computer-based Adaptive format and as Online exam.

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

e-certificates and digital badges are available upon final results' release, while hard-copy certificates are sent either to the candidate or to Test Centres 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 & Reading (available in Paper and Computer-based format and as Online exam with remote, live invigilation)

- LanguageCert USAL esPro Writing (available in Paper and Computer-based format and as Online exam with remote, live invigilation)

- LanguageCert USAL esPro Speaking (face-to-face/online). It may be administered face-to-face by the Test Centre with an Interlocutor appointed by the Test Centre and approved by LanguageCert and Universidad de Salamanca or online by an Interlocutor appointed by Universidad de Salamanca. In both cases the exam is monitored and invigilated by an Invigilator appointed by the Test Centre.

Test	Part/Duration	Type of task
LanguageCert USAL esPro Listening & 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 extended 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-ended? 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-ended 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.
LanguageCert USAL esPro Writing (Paper-based)	Part 1 - 15 minutes	Email (50–60 words)
	Part 2 - 30 minutes	Report or letter (180–200 words)
LanguageCert USAL esPro Speaking (Paper-based)	Part 1 – 4 minutes	Interview
	Part 2 – 4 minutes	Presentation
	Part 3 – 4 minutes	Information Exchange and Discussion

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Process: Manage and Support Exams
ECS_WI_26-13 LanguageCert USAL esPro Handbook for Candidates ver3.0 **|** 27/06/2022
Page **10** of **36**

Note: LanguageCert USAL esPro Listening & Reading and Writing Exams, delivered as Computer-based, are taken at LanguageCert Approved Test Centres and the candidate is invigilated and monitored by a LanguageCert invigilator during the entire exam's session. Candidates who choose to take the Online exams with remote, live invigilation, will take their exams at their preferred location (at home or office) and will be invigilated by an online proctor, a real person, who will guide, monitor and support the test taker during the entire exam session.

Candidates can take the 3 exams separately or together, based on their needs and preparation.

Table 1 LanguageCert USAL esPro overview

3.1 LanguageCert USAL esPro Listening&Reading (Paper-based)

LanguageCert USAL esPro Listening & Reading test, delivered in paper-based format, 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 cloze task types:
    - 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 extended 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.

3 ¿Cuál de los siguientes gráficos muestra la cifra de ventas correcta?
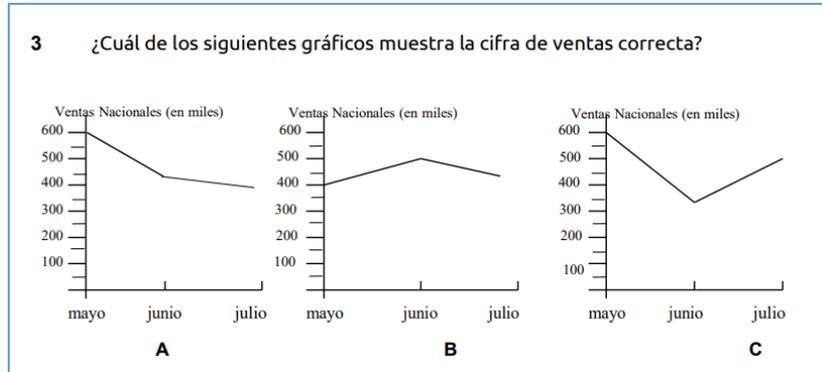
3.1.1.2 Taking down messages, notes, etc. (12 questions)

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 en blanco con un número, una o dos palabras.*
- *Oirá cada conversación **una** sola vez.*

Mensaje Uno
Preguntas 11 – 14

- *Usted escuchará a una persona que está haciendo un pedido por teléfono.*
- *Ahora tiene 20 segundos para leer el formulario.*

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) _____.

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Process: Manage and Support Exams
ECS_WI_26-13 LanguageCert USAL esPro Handbook for Candidates ver3.0 **|** 27/06/2022
Page **12** of **36**

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 what 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
Instrucciones

- *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.*
- *Deberá seleccionar la opción correcta de la A -I para cada persona.*
- *Oirá las cinco intervenciones una sola vez.*
- *Ahora tiene 20 segundos para leer las opciones.*

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

A	viajes al
B	extranjero tiempo
C	libre
D	trabajar por cuenta propia
E	idiomas
F	ambiente de trabajo
G	creatividad
H	conocer a gente nueva
I	proximidad al domicilio

23 Persona 1 ....
24 Persona 2 ....
25 Persona 3 ....
26 Persona 4 ....
27 Persona 5 ....

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
Instrucciones

- *Usted va a escuchar un reportaje sobre los derechos del viajero.*
- *Seleccione la opción correcta (A, B o C) para cada pregunta.*
- *Escuchará la audición dos veces.*
- *Ahora tiene 20 segundos para leer las preguntas.*

45 ¿Cuáles son los sectores que han presentado más reclamaciones por parte de los viajeros?

    A Los transportes públicos.
    B Las agencias de viajes.
    C Los parques de atracciones.

46 ¿Con qué están relacionadas las quejas de los usuarios?

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

47 ¿Qué ofrecerá la agencia 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-ended 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
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.

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Process: Manage and Support Exams
ECS_WI_26-13 LanguageCert USAL esPro Handbook for Candidates ver3.0 **|** 27/06/2022

Page **14** of **36**

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.

Sección Dos
Preguntas 58 – 63
Instrucciones

- *Piense la palabra o expresión más apropiada para completar cada frase.*
- *Seleccione la opción correcta (**A**, **B**, **C** o **D**).*

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

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. These 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.

66   Según el texto, ¿qué es responsabilidad del franquiciado?

    A   Proporcionar el local.

    B   Contactar con otros establecimientos de la red.

    C   Decorar la tienda.

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Process: Manage and Support Exams
ECS_WI_26-13 LanguageCert USAL esPro Handbook for Candidates ver3.0 | 27/06/2022
Page **15** of **36**

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. In the example below, the text is about the biography of an important Spanish businesswoman.

MARÍA SÁNCHEZ

María Sánchez ha sido elegida 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.

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 of them 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.

Process: Manage and Support Exams
ECS_WI_26-13 LanguageCert USAL esPro Handbook for Candidates ver3.0 | 27/06/2022

Page **16** of **36**

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
85	**A** haces	**B** hagas	**C** harías	**D** hiciste

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

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

3.2 LanguageCert USAL esPro Writing test (Paper-based)

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

It 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.

3.2.1 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.

Parte 1

Usted ha recibido del Departamento Comercial el correo electrónico que aparece debajo.

Escriba una respuesta. En ella deberá:

- pedir disculpas por no poder asistir a la reunión;
- explicar los motivos de su ausencia;
- pedir información adicional sobre el modelo de impresora que van a presentar.

Escriba **50 – 60** palabras en la página siguiente.

Send	
	27 de octubre
	Todos los miembros del equipo de ventas
	Francisco García, Director del Departamento Comercial
	Presentación de la nueva impresora Láser XRJ

Estimado equipo de ventas:
La presentación del nuevo modelo de impresora será el lunes, 10 de noviembre, en el salón de actos.
Por favor, confirme asistencia.
Un saludo.

Francisco García
Director del Dpto. Comercial.

3.2.2 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.

Parte 2
ELIJA UNA DE LAS DOS OPCIONES

Opción A

Se va a publicar un nuevo directorio de empresas. Usted debe realizar una descripción de su empresa para incluirla en dicho directorio.

Haga una descripción de la compañía. Destaque las cosas especiales o interesantes.

Deberá escribir sobre:

- la historia de la compañía;
- su actividad principal;
- su tamaño y estructura;
- y cualquier otro aspecto que le parezca importante.

Opción B

Su compañía está estudiando las posibilidades de reducir costes y le gustaría recibir sugerencias de los miembros de la plantilla. Le han pedido que escriba un informe con recomendaciones sobre cómo ahorrar dinero.

En el informe deberá escribir sobre:

- reducir gastos de personal;
- cómo recortar en gastos de equipamiento;
- ahorrar con los proveedores;
- y cualquier otro aspecto que le parezca importante.

Escriba entre **180 – 200** palabras. Anote la letra de la opción (A o B) que ha elegido.

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ECS_WI_26-13 LanguageCert USAL esPro Handbook for Candidates ver3.0 | 27/06/2022
Page **21** of **36**

3.3   LanguageCert USAL esPro Listening & Reading (Computer-based Adaptive)

LanguageCert USAL esPro Listening & Reading test, delivered in computer-based format, 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 version lasts 110 minutes, and evaluates reading and listening skills, knowledge of grammar and vocabulary, same as the Paper-based version.

- At the end of the exam, the candidate can see the provisional results of the exam. Please note that these results are subject to verification by LanguageCert.

The test includes the following question types:

3.3.1   Listening

3.3.1.1   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.

3.3.1.2   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.

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Page **23** of **36**

3.3.2   Reading

3.3.2.1   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.

3.3.2.2   Sentence with a gap

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

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ECS_WI_26-13 LanguageCert USAL esPro Handbook for Candidates ver3.0 **|** 27/06/2022

3.3.2.3 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).

3.3.2.4 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.

3.3.2.5   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.

3.3.2.6   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.

3.4 LanguageCert USAL esPro Writing test (Computer-based)

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

It 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.

3.4.1   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.

3.4.2   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.

3.5   LanguageCert USAL esPro Speaking test (face-to-face/online)

This test is available only at a LanguageCert Approved Test Centre. The invigilator who conducts the test can be present on-site at the Approved Test Centre or connectedonline. If the exam is conducted online, the candidate needs to be at a LanguageCert Approved Test Centre and needs to be invigilated by an Invigilator appointed by the Centre.

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

3.5.1   Part 1: Interview

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

3.5.2   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.

TEMA A

Describa una reunión de negocios importante a la que haya asistido.
Deberá hablar sobre:

- **Dónde tuvo lugar;**
- **De qué se habló;**
- **Por qué era importante.**

¿Cuáles fueron los momentos más interesantes de la reunión? ¿Por qué?

TEMA B

Describa a un antiguo/a compañero/a de sus estudios.
Deberá hablar sobre:

- **Dónde y qué estudiaban;**
- **Cómo era esta persona en la clase;**
- **Qué relación tenían.**

¿Sigue teniendo usted relación con usted? ¿Por qué?

TEMA C

Describa el mejor lugar de trabajo que haya tenido en su vida.
Deberá hablar sobre:

- **Dónde estaba;**
- **Qué hacía usted allí;**
- **Por qué le gustaba trabajar en ese lugar.**

¿Cambiaría usted algo de aquel lugar de trabajo? ¿Por qué?/ ¿Por qué no?

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ECS_WI_26-13 LanguageCert USAL esPro Handbook for Candidates ver3.0 | 27/06/2022
Page **29** of **36**

3.5.3 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

Preparativos para un congreso

Usted está haciendo los preparativos para un congreso en un hotel local. Su interlocutor es el organizador de congresos del hotel y le visita para hablar sobre él.
Usted deberá obtener esta información:
       • Cómo son las salas de conferencias del hotel.
       • El precio por usar las salas.
       • El equipamiento disponible.

El interlocutor le pedirá su opinión sobre esta información.

DISCUSIÓN

Ahora discuta con su interlocutor:

¿Qué aspectos son importantes para que un congreso tenga éxito?

4   Preparing for LanguageCert USAL esPro

LanguageCert USAL esPro tests evaluate 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 prepare more effectively, so that you can feel confident when you take the test.

4.1   Topics and linguistic 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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Process: Manage and Support Exams
ECS_WI_26-13 LanguageCert USAL esPro Handbook for Candidates ver3.0 | 27/06/2022

Page **31** of **36**

5 Results

There is no Pass or Fail result.

For LanguageCert USAL esPro Listening & Reading, Writing and Speaking Paper-based versions, all candidates take the same test, regardless of their language proficiency.

For LanguageCert USAL esPro Listening & Reading Computer-based version, the questions adapt uniquely to the level of each candidate, as this is an Adaptive test. The overall score is not simply an average of the individual scores of each test section (Listening, Reading), 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.

For the LanguageCert USAL esPro Writing test, the Paper, Computer-based and Online exam versions have the same structure, content and duration. Only the delivery method changes.

All the Speaking and Writing exams of LanguageCert USAL esPro are marked by certified examiners of Cursos Internacionales 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 CEFR guidelines.

5.1 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

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

  o the candidate's overall score

  o separate scores for every language skill taken – Listening & Reading, Writing and Speaking

  o 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 workplace at a specific CEFR level in Spanish.

- E-certificate & hard-copy certificate, where the candidate's results corresponding to a level from A1 to C2 are presented, for scores of 10 or above.

- Digital badges which showcase the language proficiency achievement and can be used from the candidate on email signature, CV, LinkedIn profile and any ither social media account. This can also be downloaded and placed on hard copy and e-documents.

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Process: Manage and Support Exams
ECS_WI_26-13 LanguageCert USAL esPro Handbook for Candidates ver3.0 | 27/06/2022
Page **32** of **36**

5.2   Sample Test Report & Certificate & Digital Badge

Test Report including the picture of the candidate is available only for LanguageCert USAL esPro Listening & Reading and Writing test delivered as Online exams.
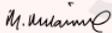
5.3 Descriptions of competence at each level

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 express 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 quickly understand 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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