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| <p>PART 1 Listening (approx. 10 minutes)</p> | <p>Task type: Multiple choice Format: ten unrelated dialogues of about 30 seconds' duration, each followed by a 3-option multiple choice item</p> <p>The candidates listen to a short dialogue, then choose the correct statement from three that are based on the dialogue. The recordings are dialogues between two interacting speakers (conversations, interviews, discussions, etc.).</p> <p>Task Focus: <i>identifying detail, understanding and interpreting information, specific information, gist, detail, main idea, function, purpose, attitude, opinion, etc.</i></p> <p>Marking Scheme: 10 items x 2 points = 20 points</p> <p>NOTE: Each part is heard twice.</p> |
| <p>PART 2 Knowledge of Linguistic Means (15 minutes)</p> | <p>Task type: Multiple choice Format: 18 4-option multiple choice sentences Task Focus: <i>lexical</i></p> <p>Marking Scheme: 18 items x 2 points = 36 points</p> <p>Topic areas: banking basics (money, supplies, furniture, documents, machines, parts of a bank, etc.); banking products and activities (savings and checking accounts, credit cards, access channels, transfers, loans, COD, mutual funds); careers in banking (online banking, office and administrative support, phone banker, teller, officer, analyst, manager, etc.); types of banking and financial institutions (retail and investment banks, private banking, societies, Islamic banking, central banks); banking crime (fraud, robbery, etc.); challenges in banking (competition, risk, asset quality, crises and runs); banking regulations (principles and requirements)</p> |
| <p>PART 3 Knowledge of Language Functions (10 minutes)</p> | <p>Task type: Multiple choice Format: 16 2-option multiple choice exchanges Task Focus: <i>lexico-grammatical</i></p> <p>Marking Scheme: 16 items x 1 point = 16 points</p> <p>Functions: stating requirements and total amounts; explaining what you need; making suggestions, recommendations, and comparisons; requesting and collecting customers' identification and personal information; confirming a customer's identity; reporting problems/suspicious behavior; talking about numbers and costs; warning and reassuring customers; offering a service; describing interest rates and increases; providing options; describing and talking about job duties, experience, and responsibilities; starting a transaction; defining financial terms; explaining pros and cons, reasons, and benefits; explaining and talking about risk; greeting customers; describing customers' needs; expressing doubt; explaining timelines and options; drawing attention to ideas; agreeing and disagreeing with opinions; describing a series of events; delivering bad news; describing a person; giving examples; talking about future events</p> |
| <p>PART 4 Reading (10 minutes)</p> | <p>Task type: Multiple choice – True/False/Doesn't say Format: Three short texts (60-100 words each) containing factual information related to the field of banking; the first two texts are followed by two 3-option multiple choice questions each, while the third text is followed by two True/False/Doesn't say questions. Task Focus: <i>understanding detail, specific information, implication, attitude, reference and meaning</i></p> <p>Marking Scheme: 6 items x 3 points = 18 points</p> <p>NOTE: All the texts are related to the specific field of study.</p> |
| <p>PART 5 Writing Awareness (15 minutes)</p> | <p>Task type: A gapped or jumbled text of approx. 200 words Format: Gapped text – a text with five gaps to be filled with either one sentence from a choice of three or, one pair of sentences from a choice of six or, an appropriate word or, information from two short texts. Jumbled text – seven or eight paragraphs, of which five are to be organized into a text. Task Focus: <i>recognition of writing features and language as required in their field of study</i></p> <p>Marking Scheme: 5 items x 2 points = 10 points</p> <p>NOTE: The candidate may be asked to complete a piece of writing such as a form, a supply inventory, a list, an application, a deposit slip, a call record, a job description, a banking file, notes, instructions, a loan offer, a quiz, an evaluation, a letter, a mission statement, a description of business practices, an article, a memo, a report, an advertisement, a summary of financial risks, or a recommendation. This task is based on elements of writing that the candidates will need to produce in the field of banking for professional purposes.</p> |
| <p>Duration: 60 minutes</p> | <p>Marks: TOTAL: 100 points</p> |