## 900 exercises in vocational communication

### SUMMATIVE ASSESSMENT

**Category C3**

**Eval.:**

<table>
<thead>
<tr>
<th>Surname:</th>
<th>First name:</th>
<th>Date:</th>
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**Category C:**

Understand a message  
**Level:** 3

**Conditions:**

Time allowed: 2 hrs  
–  
Dictionary allowed

### Operational aims

<table>
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<tr>
<th>Codes</th>
<th>Success criteria</th>
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| **Recognise the parts of a complex message.**  
C3-11 | Part 1  
Have given the names of the two tenants. |
| **Find the elements in denotation and connotation.**  
C3-12 | Part 2  
Have given the name of the tenants. |
| **Quote your sources, in a message received orally or in writing.**  
C3-34 | Part 3  
Have placed the names of all the tenants who wrote to you and have given the reasons for the tenants placed in the middle and right-hand columns. |
| **Recognise the elements of communication in a document.**  
C3-15 | Part 4  
Have given the name of the right tenant and have stated who the letter was addressed to. |
| **Recognise the different types of message.**  
C3-13 | Part 5  
Have listed the 4 types of message in the left-hand column and have placed opposite them the names of the tenants in the right-hand column. |
| **Recognise the structure of a document.**  
C3-14 | Part 6  
Have written what type of document it is. |
| **Explain a technical description, instructions or a recipe, etc. to someone else.**  
C3-33 | Part 7  
Have written one or two sentences to explain the imbalance in the rent and salary increases. |
| **Transpose a message from one code to another.**  
C3-22 | Part 8  
Have explained in a few lines the connection between the cartoon and the tenants’ complaints. |
| **Compare messages and find the common and different elements to answer open questions.**  
C3-21 | Part 9  
Have answered the 3 questions and listed the different complaints of the tenants. One element only can be forgotten. |
| **Pass on given instructions and/or information.**  
C3-32 | Part 10  
Have written a rough draft to inform the landlord of the work and repairs he has to do according to the tenants’ complaints. Have written 2 parts: one covering the building and the other the individual flats. Have given a clear presentation with clear contents. One element may be forgotten. The arguments between tenants must not be included in this draft. |
| **Structure a message from elements found, and formulate it in a summary or a short presentation.**  
C3-31 | Part 11  
Have made a complete summary of your dealings with the landlord, from the date of your first letter to the date when you made the summary date for the lawyer. Your summary is not longer than half a page or the space provided on the page. |

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