

**Task 1 (9 points)****LETTER**

You recently bought some clothes from an online shop, but some issues occurred:

- item quality;
- wrong size;
- wrong colour.

Write a letter to the customer service representative of the shop, complaining about the issues, saying exactly what was wrong and requiring action.

Use the pen name Mari/Mart Mets for yourself. **Do not write** any addresses.

You should write **120** words.

**MARKING SCALE: LETTER**

	<b>Task Completion</b>	<b>Vocabulary</b>	<b>Grammar</b>
<b>3</b>	All four aspects of the task mentioned and expanded. Clear organisation (information grouped into paragraphs logically). Correct format.	Appropriate, task-specific vocabulary with a few slips. Appropriate tone and register. Correct spelling.	Grammatically correct, with a few slips. Complex sentences and structures correctly used. Punctuation mostly well managed.
<b>2</b>	All four aspects of the task mentioned but only two or three aspects expanded. Organisation mostly logical. Mostly correct format (Salutation and/or sign-off inappropriate). Some irrelevant remarks.	Basic vocabulary well controlled but less common vocabulary faulty or lifted from the task. Tone and register mostly appropriate. Some spelling mistakes.	Basic grammar well controlled. Mistakes in complex sentences and structures. Several grammar and/or punctuation mistakes.
<b>1</b>	All aspects of the task mentioned but none expanded OR not all aspects mentioned. Organisation not logical. Faulty format (does not look like a letter; salutation and/or sign-off inappropriate). Significant amount of irrelevant information.	Vocabulary limited. Frequent incorrect use. Inappropriate tone and register. Vocabulary and spelling mistakes make comprehension problematic.	Limited range of grammar. Frequent incorrect use. Grammar and punctuation mistakes make comprehension problematic.
<b>0</b>	The task has been misunderstood. Fewer than 60 words.	Vocabulary and spelling mistakes make comprehension impossible.	Grammar and punctuation mistakes make comprehension impossible.
	Ignores the task. Plagiarised work.		

**Notes:**

<b>Word count (Task completion):</b> 108–... – OK 60–107 – deduct 1 point 0–59 – 0	<b>Salutation (Task completion):</b> - Dear Sir or Madam <b>Sign-off (Task completion):</b> - Yours faithfully - Faithfully yours	No contracted forms! <b>(Vocabulary)</b>  Commas in both the salutation and sign-off or in neither. <b>(Grammar)</b>
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## **LETTER 1**

Dear Sir/Madam,

I am writing to complain. I recently bought your webstore a dress and skirt, but this is very wrong clothes, what you sent me.

Firstly, I want to tell you, that this skirt quality is wrong and bad. In description you say that this was a polyester, but is not. The material is very thin.

Secondly, this dress is wrong size and colour. Dress is too big for me. I want size M, but you sent me size L. Colour of dress is also wrong. Dress what I want was a red, but I got yellow. Yellow colour is beautiful but I need a red.

I would like to know, if I had opportunity to change this? Do you have a right size and colour to this dress and skirt? If you don't have right size and colour, then I take a money back.

I look forward to your answer.

Your faithfully,

Mari Mets

151 words

### **Task completion: 3/3**

(All 4 aspects of the task mentioned and expanded; clear organisation; correct format)

### **Vocabulary: 1/3**

(Vocabulary limited; vocabulary and spelling mistakes make comprehension problematic)

### **Grammar: 1/3**

(Limited range of grammar; frequent incorrect use)

## **LETTER 2**

Hello

I am writing to you as a complaint about some issues that occurred when I recently bought some clothes from this online shop.

The first thing I would like to draw your attention to is that the purchased item quality was below average.

Secondly, the ordered clothes were in the wrong size and in wrong colour. I am really not happy with this service.

I am asking for a full refund for these purchased clothes and to get the right clothes what I ordered before with the right size and colour.

I am looking forward hearing from you.

Yours sincerely

Mart Mets

103 words

### **Task completion: 0/3**

(Quality, size, colour not expanded; salutation and sign-off inappropriate; word count 103)

### **Vocabulary: 2/3**

(Basic vocabulary; some spelling mistakes)

### **Grammar: 2/3**

(Basic grammar; mistakes in complex sentences and structures)

### **LETTER 3**

Dear Sir/Madam

I am writing to express my dissatisfaction with my latest purchase from your online shop. Firstly, the garments were of low quality. There were several sewing errors like loose threads and buttons. The sizes too were not the ones I expected. The blouse I ordered was suppose to be size S, however, the one I received was marked L.

Finally, the colours shown in the pictures were not the ones I was sent. The skirt I ordered was black, but the one that arrived was a light shade of grey.

All in all, I am very disappointed with the clothes I bought, and I would like to have a refund. Thank you for considering my complaint. I am waiting to hear back from you.

Yours faithfully

Mari Mets

131 words

#### **Task completion: 3/3**

(All four aspects of the task mentioned and expanded; clear organisation; correct format)

#### **Vocabulary: 3/3**

(Appropriate task-specific vocabulary with a few slips)

#### **Grammar: 3/3**

(Grammatically correct, with a few slips)

### **LETTER 4**

Dear Emma!

I a writting they letter yourself. Write the my life and my mather, father and brother. I am life my big house and my parents life big villa in Kalifornia. My brother live in Las Vegas. Brother is student in Computer Akademia. My other every day working in teacher and they day my mother in skool dired. My father working in special mehanika car. I am live and work in Kanada. My work they hungry people. I'am kooking. My mather and father bought small dog. Your name Steffa. Steffa like swiimig. The beautiful and angry dog. And I'am bought smoll egiptus kat. The kat like played ball. I'am and my parents bought tikkets in Greece in may. I have do photo.

Emma writting letter in myself. I'am have readind yourself life and work. I have reading they Unitet.

The like sister Mina.

Goodbay!

#### **Task completion: 0/3**

(Ignores the task)

#### **Vocabulary: 0/3**

(Ignores the task)

#### **Grammar: 0/3**

(Ignores the task)

**Task 2 (16 points)****REPORT**

The European Youth Forum is gathering information about what students in different countries did after they finished school in 2016. Look at the table below showing data about the plans of school-leavers in Estonia in 2016 and their actual choices.

Choices	Plan	Reality
University in Estonia	70%	67%
Vocational school in Estonia	7%	14%
Study abroad	11%	5%
Work	7%	9%
Gap year	5%	5%

Write a report to Jenny Smith, representative of the Forum, describing the situation in Estonia in 2016, and giving reasons for the two biggest differences between plans and reality.

You should write **200 words**. Use the pen name Mari/Mart Mets for yourself if necessary.

**MARKING SCALE: REPORT**

	Task completion	Organisation	Vocabulary	Grammar
<b>4</b>	Data discussed appropriately (all five choices discussed). Reasons for two biggest differences given. The reasons are appropriate and directly linked to the differences.	Clearly organised, systematic. Paragraphs have a clear focus. Purpose clear. Correct format.	Accurate and appropriate task-specific vocabulary. Appropriate tone and register. Correct spelling.	A variety of grammatical structures correctly used. Complex sentences and structures frequently used. Tenses appropriately used. Punctuation well managed.
<b>3</b>	Data generally discussed well (all five choices discussed but not fully). At least one appropriate reason for one of the two biggest differences given and linked OR two appropriate reasons given but not directly linked to the differences. Some irrelevant remarks.	Organisation mostly logical. Some paragraphs lack focus. Purpose generally clear. Correct format.	Good general control of vocabulary. May be repetitive. Tone and register mostly appropriate. Some spelling mistakes.	Good general control of grammatical structures. May be repetitive. A mix of simple and complex structures. Some mistakes in complex structures. A few punctuation mistakes.
<b>2</b>	Data generally discussed well but no reasons provided or reasons not appropriate (vague). <b>OR</b> Data discussed only partly but at least one appropriate reason for one of the two biggest differences given. Includes irrelevant discussion.	Organisation is evident but not always logical. Paragraphs lack focus. Purpose missing. Begins or ends like a letter.	Basic vocabulary well controlled but more complex vocabulary used repetitively or lifted from the task. Tone and register inappropriate at times. Frequent spelling mistakes.	Basic grammar well controlled but used repetitively. Mistakes in complex sentences and structures. Several grammar and/or punctuation mistakes.
<b>1</b>	Data not used in the discussion (no numbers) or misunderstood. Task partly misunderstood. Significant amount of irrelevant information.	No apparent organisation. No paragraphs. Formatted like a letter.	Vocabulary limited. Frequent incorrect use. Inappropriate tone and register. Vocabulary and spelling mistakes make comprehension problematic.	Limited range of grammar. Frequent incorrect use. Grammar and punctuation mistakes make comprehension problematic.
<b>0</b>	The task has been misunderstood. Fewer than 100 words.	No apparent organisation.	Vocabulary and spelling mistakes make comprehension impossible.	Grammar and punctuation mistakes make comprehension impossible.
Ignores the task. Plagiarised work.				

**Notes:****Word count (Task completion):**

180–... OK  
140–179 deduct 1 point  
100–139 deduct 2 points

**No contracted forms! (Vocabulary)**

## **REPORT 1**

Dear Jenny Smith,

After finishing school every-body thinks different. If they should go strait to work or study more about something and get smarter and have bigger job with bigger pay check.

Students who finished school in 2016 planned to go to all sorts of different places. The biggest amount of students planned to go to the University, because in university you study the hardest to get the best job for you in the future. Ofcourse you have to study many years in university, but it is worth it.

Some students planned to go study in vocational school and get to know a lot more about something like engineering or cooking. Also many thought about studying in a different country abroad. But most of them didnt finish studying abroad, because maybe they have big family and not so much money to go to some other country.

I think you should definelly go study in university after finishing school. But everybody doesn't think like that.

Yours faithful,

Mart Mets

168 words

### **Task completion: 0/4**

(Data not used in the discussion (no numbers); word count 168)

### **Organisation: 1/4**

(Formatted like a letter)

### **Vocabulary: 2/4**

(Basic vocabulary; frequent spelling mistakes; contracted forms; tone and register inappropriate at times)

### **Grammar: 2/4**

(Basic grammar; several grammar mistakes)

## **REPORT 2**

To: Ms Smith

From: Mari Mets

Date: 2<sup>nd</sup> May

Subject: Plans of Estonian school-leavers and their actual choices

### **Purpose**

The aim of the report is to compare the plan and reality of choices of school-leavers in Estonia in 2016 and to explain biggest differences between their plans and actual choices.

### **Planned choices**

The majority of school-leavers planned to continue their studies at university in Estonia (70%). The second popular but suggested only by 11% of pupils was studying abroad. Equally 7% were popular going to work after school and continuing studies at vocational school in Estonia. The most unpopular variant that was selected only by 5% of students was taking a gap year.

### **Actual choices**

The percentage of students who continued their studies at university in Estonia was 67. It is 3% less than was planned. On the other hand, the percentage of students who decided to study at vocational school in Estonia doubled from 7% to 14%. Besides this, there was a rough decrease in choice to study abroad. From 11% to 5%. In real life the decision to work increased from 7% to 9%. The number of students who chose gap year remained 5%.

### **Explanations for changes**

As it can be seen, the percentage of students who chose vocational school in Estonia doubled. Presumably because there were quite many students who did not get a place at university and had to go to vocational school. The same reason may be the explanation of the decrease of the students who continued their studies abroad. In addition to this, there is a possibility that families did not have enough money to help their child abroad.

275 words

### **Task completion: 4/4**

(Data discussed and reasons given)

### **Organisation: 4/4**

(Clearly organised, systematic; purpose clear; correct format)

### **Vocabulary: 4/4**

(Accurate and appropriate task-specific vocabulary; appropriate tone and register; correct spelling)

### **Grammar: 3/4**

(Good general control of grammatical structures; some mistakes in complex structures)

### **REPORT 3**

Dear Mrs Smith

I am Mart Mets, a student in Estonia. In one year, I will finish my vocational studies and start working as a cook.

In my honest opinion, the biggest difference between students' plans and reality is caused by their fear. People often tell their friends and family about their terrific planned-out life when the time comes to fulfil their dreams, they hide and make excuses. People are afraid to fail, because they think it makes them look stupid and that turns them insecure. It is crucial to realize that failure, just like success is a part of life and it is absolutely necessary to develop any kind of mental strength.

Another reason why I think plans and reality are so far apart is lack of proper planning and action-taking. An old saying "You cannot build a house without a good foundation" still holds true to this day. With no direction, any amount of work you do is almost useless.

I feel like currently in Estonia, lots of young people are confused and lost about their long term future. They feel the pressure to succeed from their parents and while encouragement is good, making youths feel guilty about their dilemmas does more harm than good. After all they were once young as well.

215 words

#### **Task completion: 1/4**

(Data not used in the discussion; significant amount of irrelevant information)

#### **Organisation: 2/4**

(Begins like a letter; paragraphs lack focus; purpose missing)

#### **Vocabulary: 4/4**

(Accurate and appropriate vocabulary; appropriate tone and register; correct spelling)

#### **Grammar: 4/4**

(A variety of grammatical structures correctly used; tenses appropriately used)

## **REPORT 4**

To: Jenny Smith, representative of the Forum

From: Mart Mets

Subject: Describing the situation in Estonia in 2016 and giving reasons for the two biggest differences between plans and reality

Date: 2 May 2017

### **PURPOSE**

I am writing to you with gathered information about what students in Estonia did after they finished school in 2016.

### **UNIVERSITY IN ESTONIA**

70% of the students had planned on going to University, but in reality only 67% went there. This is indicated by the fact that only 67% went to University while 70% had planned to go there.

### **VOCATIONAL SCHOOL IN ESTONIA**

7% of the students had planned on going to a vocational school, but in reality 14% went there. This is shown by the fact in reality 14% of students went to a vocational school, but only 7% had planned to go there.

### **STUDY ABROAD**

11% of the students had planned on studying abroad, but in reality only 5% went study abroad. This is indicated by the fact that only 5% went to study abroad while 11% had planned on studying abroad.

### **WORK**

7% of the students had planned on going to work, but in reality 9% went to work. This is shown by the fact that in reality 9% of students went to work, but only 7% had planned on going to work.

### **GAP YEAR**

Gap years remains the same in both plan and reality. This is indicated by the fact that both, plan and reality are 5%.

### **CONCLUSION**

A lot of students had planned great things what they wanted to do after they finished but in reality some had chosen different routes.

271 words

### **Task completion: 2/4**

(Data generally discussed well but no reasons provided)

### **Organisation: 3/4**

(Organisation mostly logical; purpose generally clear; correct format)

### **Vocabulary: 2/4**

(Basic vocabulary well controlled but used repetitively or lifted from the task)

### **Grammar: 2/4**

(Basic grammar well controlled but used repetitively)



**Task 2 (16 points)****ESSAY****SHOULD SMART DEVICES BE BANNED IN THE CLASSROOM?**

Write an essay discussing the advantages and disadvantages of using smart devices in the classroom and expressing your own opinion.

You should write at least **200** words.

**MARKING SCALE: ESSAY**

	<b>Task completion</b>	<b>Organisation</b>	<b>Vocabulary</b>	<b>Grammar</b>
<b>4</b>	All aspects of the task appropriately addressed. Ideas presented, expanded and supported.	Well organised. All required elements present. Clear paragraphs. Natural use of linking devices.	Accurate, appropriate, wide vocabulary. Appropriate tone and register. Correct spelling.	A variety of grammatical structures correctly used. Complex sentences and structures frequently used. Punctuation well managed.
<b>3</b>	All aspects of the task appropriately addressed. Some aspects expanded and supported.	Organisation mostly logical. Required elements present but not always appropriate. Paragraphing mostly clear with a few slips. Linking devices mostly used appropriately.	Good general control of vocabulary. May be repetitive. Tone and register mostly appropriate. Some spelling mistakes	Good general control of grammatical structures. May be repetitive. A mix of simple and complex structures. Some mistakes in complex structures. A few punctuation mistakes.
<b>2</b>	Some aspects of the task addressed. Some irrelevant remarks.	Organisation is evident but may not always be logical. Some required elements missing or wrong. No paragraphs, but logical. Linking devices limited in number or used mechanically.	Basic vocabulary well controlled but more complex vocabulary used repetitively or lifted from the task. Tone and register inappropriate at times. Frequent spelling mistakes.	Basic grammar well controlled. Mistakes in complex sentences and structures. Several grammar and/or punctuation mistakes.
<b>1</b>	Task addressed in a limited way or partly misunderstood. Significant amount of irrelevant information.	Organisation unclear or illogical. Random paragraphs. Relations between ideas unclear. Linking devices missing or overused.	Vocabulary limited. Frequent incorrect use. Inappropriate tone and register. Vocabulary and spelling mistakes make comprehension problematic.	Limited range of grammar. Frequent incorrect use. Grammar and punctuation mistakes make comprehension problematic.
<b>0</b>	The task has been misunderstood. Fewer than 100 words.	No apparent organisation.	Vocabulary and spelling mistakes make comprehension impossible.	Grammar and punctuation mistakes make comprehension impossible.
	Ignores the task. Plagiarised work.			
<b>Notes:</b>	<b>Word count (Task completion):</b> 180–... OK 140–179 deduct 1 point 100–139 deduct 2 points		<b>No contracted forms! (Vocabulary)</b>	

## **ESSAY 1**

I think, that smart devices should not be banned in the classroom or actually... Its a very hard question. Lets discuss.

Sometimes, when teacher don't have books in the classroom and she is too lazy to get them, she just says "You can use now your smartphones or notebooks." All we know that internet have a lot of information but sometimes it doesn't. I think 60% of whole class will just chat in facebook, because we're too adicted to the social media, we cant press just on internet browser, we have to visit facebook. "Maybe there is something new. HOW CAN I MISS IT?" When we have smartphones in our hands, we have like a whole power. Whenever you have to do, what teacher told you, you have your friend, who will do the whole task. So, lets be honest, Internet is a place where we waste a lot of time, its like 10% of our lifes.

We should have special lessons, where we use computers only for school or lesson tasks, other sites should be banned and when lesson starts, teacher will take all smart devices away from you, or we should go back to 19<sup>th</sup> century. There is a lot of advantages, for example, you have to look for something, that old books don't have. Disadvantages could be, places where you can communicate with people, but you have to use an old book for your task. Just keep using your smart devices, but you should know that its in your interests. Only you decide, you need this information or not.

262 words

### **Task completion: 1/4**

(Task addressed in a limited way; significant amount of irrelevant information)

### **Organisation: 1/4**

(Organisation illogical; random paragraphs; relations between ideas unclear)

### **Vocabulary: 2/4**

(Basic vocabulary; frequent spelling mistakes)

### **Grammar: 2/4**

(Basic control of grammar; complex structures mostly contain errors)

## **ESSAY 2**

Smart devices in the classroom has been a problem since smart devices became popular. There are different smart devices that are used regularly, for example smart phones, computers and tablets. Teachers are constantly complaining about smart devices being used in the classroom and ordering students to put them away. But what are the advantages and disadvantages of using smart devices in the classroom and should they be banned?

Smart devices can actually be very useful and helpful in class. Students can search and look up things they find interesting or did not fully understand on their own without disturbing anyone else in the classroom. Also, many students like to take notes on their computer because they find it quicker and easier to keep up with the pace.

On the other hand, smart devices can disturb class activity when they are not used with the purpose to study. That results in students not paying attention and not learning anything and in the end getting bad grades. Furthermore, it is very hard to study and concentrate when someone watches videos in class with the sound on or does something else that is not productive.

Although smart devices can be disturbing, I believe that they should not be banned. Students who have a purpose to learn find them actually very useful and quick learning materials.

222 words

### **Task completion: 4/4**

(All aspects of the task appropriately addressed; ideas presented, expanded and supported)

### **Organisation: 4/4**

(Well organised; all required elements present; clear paragraphs; natural use of linking devices)

### **Vocabulary: 4/4**

(Accurate, appropriate, wide vocabulary; appropriate tone and register; correct spelling)

### **Grammar: 4/4**

(A wide range of grammatical structures correctly used; complex structures predominate; punctuation well managed)

### **ESSAY 3**

In this essay I am writing about the advantages and disadvantages of using smart devices in the studying process.

I think that using different smart devices can have both pros and cons, but to my mind the first and most important pro is that using different devices can be more interactive, than just writing or speaking tasks now found in a student's book of any course. The second and final big advantage is that by using smart devices there is no need for any traditional books which means it is more eco-friendly.

As well as having pros, devices also have cons and in my view such devices can also be detrimental for the studying process because it may be distracting a student with all of its possibilities besides its studying function. Furthermore, I think that typing a text to a smart device is not as effective as writing something down would be. The biggest disadvantage of a smart device is its price – not every family could afford it and therefore not everyone would have the same studying possibilities.

My opinion about this topic is that smart devices should be banned from classrooms because even though using one can have so many different opportunities, most likely smart devices are just disturbing students of all age in their studying process.

218 words

#### **Task completion: 4/4**

(All aspects of the task appropriately addressed; ideas presented, expanded and supported)

#### **Organisation: 3/4**

(Organisation mostly logical; required elements present but not always appropriate; linking devices mostly used appropriately)

#### **Vocabulary: 4/4**

(Accurate, appropriate, wide vocabulary; appropriate tone and register; correct spelling)

#### **Grammar: 3/4**

(Good general control of grammatical structures; a few mistakes in complex structures; a few unsystematic punctuation mistakes)

## **ESSAY 4**

One of the biggest emotion in people is fear. Fear is the feeling which makes people to alert, watch out or also to protect. Especially stronger ones should protect weaker ones. This statement raises a question: why we protect others and why we feel fear at all.

We all know that parents want the best thing for the children. That they would be happy and nothing would not hurt them. They want safe future for themselves and to do that, they start to buy smart phones, laptops and tablets for themselves and to the children. Why they are getting so interested into such technology?

To answer that question, first we have to look closer those devices and see what they can offer to the people in our society.

Many smart devices are great tools for surfing the Internet, store important files and documents, help people to relax and to solve different kind of problems which exist today in our world. Many school students, both elementary and university students, are using smart devices, because it improves their study results. You can access variety of information fast and people are more relaxed and it saves a lot of time.

Some people prefer books instead of smart devices. They are seeing that these devices makes people more dumb and undisciplined. They're trying to do all what they can to stop become those devices as a natural part of our society. But the truth is that we all can see, that majority of our society want them into our schools to ensure better studying results and parents are supporting it heavily.

Personally I support this idea also and I don't think that smart devices should be banned from schools and classrooms. I study also using these devices and I think that it will bring better future to all of us.

306 words

### **Task completion: 1/4**

(Task addressed in a limited way; significant amount of irrelevant information)

### **Organisation: 2/4**

(Organisation is evident but may not always be logical; some required elements (introduction) wrong; linking devices limited in number)

### **Vocabulary: 2/4**

(Basic vocabulary well controlled; spelling mistakes)

### **Grammar: 3/4**

(Good general control of grammatical structures; a few mistakes in complex structures; a few unsystematic punctuation mistakes)