

GERMAN**B2****Au pair writes letter of complaint to Agency****Description of Test Task***

The task described here was provided by the renowned test institution telc (Germany). Telc test tasks have been subject to the ALTE auditing procedures. In the MERLIN project, all written learner productions were re-rated by especially trained telc raters who used the MERLIN rating grid. It should be noted that the descriptions below refer to these post hoc rating procedures, not to the original marking inside the test institutions.

Report on analysis of	Writing
Target language of this test	German
Target level (CEFR) of this test	B2
Task number/name	Schriftlicher Ausdruck (Brief) 1023-S10-100303

General Information - the whole original test

1	Total test time	Approximately 165 minutes
2	Purpose	General proficiency

3 Background to the examination

High stakes test developed by telc.

4 Candidature

Adult language learners

5 Structure of the test

Listening, Text Structures, Reading, Writing, and Speaking

*The task analysis is based on the "[CEFR Grid for Writing Tasks v. 3.1 \(presentation\)](#)". The original template for this grid was developed by ALTE members: www.alte.org. For explanations of the numbered items in the grid please refer to "Notes on the task descriptions".

General Information - the writing component

6	Number of tasks in the writing paper	1
7	Total component time	30 minutes
8	Integration of skills	Reading and writing
9	Channel	Handwritten
10	CEFR level of this component	B2

11 The writing component format

Open writing task

12 Specific Information - example task

Candidates are instructed to write a formal letter to an au pair exchange agency and to voice a complaint about their personal situation as well as about the services provided by the agency. Four additional points help the candidates structure their texts. Candidates are reminded to organize their ideas appropriately and to structure their texts according to the characteristics of the test type (formal letter).

13 Mark distribution in MERLIN

n.a.

14 Task rating in MERLIN

The test was rated on the basis of the MERLIN rating grid which is directly related to the CEFR levels. The grid is available on the MERLIN platform.

15 Effective level

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16 Sample task:

22

Schriftliche Prüfung

(30 Minuten)

Schriftlicher Ausdruck (Brief)



4 Schriftlicher Ausdruck

Sie hatten aufgrund der folgenden Werbeanzeige über Schultz & Partner eine Au-pair-Stelle in Deutschland angetreten und sind nun sehr enttäuscht.

Herzlich Willkommen in Deutschland!

Möchten Sie gerne als Au-pair nach Deutschland?

Dann finden Sie hier alle Infos und jede Hilfe, die Sie dafür brauchen.

Bei uns finden Sie Beratung, Vermittlung und Betreuung, günstige Konditionen, langjährige Erfahrung und einen super-guten Service.

Au-pair-Agentur Schultz & Partner Regenstr. 101 90451 Nürnberg	Tel: 0911 / 5544223 Fax: 0911 / 5544224 E-Mail: au-pair-schultz@web.de
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Sie haben etwa ein Vierteljahr bei einer Gastfamilie in Deutschland verbracht. Sie sind mit Ihrer Situation sehr unzufrieden. Auch Ihre Betreuung durch die Agentur entspricht in keiner Weise den Vertragsbedingungen.

Schreiben Sie einen Brief an die Au-pair-Agentur, in dem Sie sich über Ihre Situation beschweren.

Behandeln Sie darin entweder

a) mindestens drei der folgenden Punkte

oder

b) mindestens zwei der folgenden Punkte und einen weiteren Aspekt Ihrer Wahl.

- Ihre Situation in der Gastfamilie
- Ihre Erwartungen
- Betreuung durch die Agentur
- Lösungsvorschlag

Bevor Sie den Brief schreiben, überlegen Sie sich die passende **Reihenfolge der Punkte**, eine passende **Einleitung** und einen passenden **Schluss**. Vergessen Sie nicht **Ihre Adresse, Adresse der Agentur, Datum, Betreffzeile, Anrede und Schlussformel**.

Schreiben Sie mindestens 150 Wörter.



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i) Task input/prompt		
17	Language of input/prompt	German
18	CEFR level of input/prompt	B2
19	Time permitted or suggested for this task	30 minutes
20	Control/guidance	Semi-controlled
21	Content	Specified
22	Genre	Formal letter
23	Rhetorical function(s) of input	Describing, instructing, expositing
24	Imagined audience	Employee
25	Mode of input/prompt	Written
26	Topic or theme of input	Travel, Work
27	Integration of skills for input	Reading

ii) Response (description of written response elicited by the prompt(s)/input)		
28	Number of words expected	n.a.
29	Rhetorical function(s) expected	Making complaints, describing, suggesting, giving opinions, expositing
30	Text purpose	Referential, conative, phatic
31	Register	Formal
32	Domain	Public, Occupational
33	Grammatical competence expected	(B1) B2
34	Lexical competence expected	(B1) B2
35	Discoursal competence expected	(B1) B2
36	Authenticity: situational	High
37	Authenticity: interactional	High
38	Cognitive processing	Reproduction of known ideas
39	Content knowledge required	General/ non-specialised knowledge areas

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iii) Rating of Task in the MERLIN project		
40	Known criteria	MERLIN rating grid
41	Task rating method	Analytical scale
42	Assessment criteria	Grammatical accuracy, vocabulary range & vocabulary control, coherence/cohesion, orthography, sociolinguistic appropriateness
43	Number and combination of raters	Each test was rated by a trained rater; 10% of the tests were double-rated. The double-ratings serve as a link to calculate a fair average, i.e. to adjust test results to rater severity/lenience. Please note that telc generally provides double-ratings.

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