

Anexo 2

Pruebas para la obtención de los títulos de Técnico y Técnico Superior de Formación Profesional

MODELO PARA LA ELABORACIÓN DE LAS PRUEBAS Convocatoria correspondiente al curso 2025-2026

(Resolución de 12 de diciembre de 2025, de la Dirección General de Educación Secundaria, Formación Profesional y Régimen Especial)

DATOS DEL ALUMNO			FIRMA
APELLIDOS:			
Nombre:	D.N.I./ N.I.E.	Fecha:	

Código del ciclo: (1) ADGM01	Denominación completa del título: (1) TÉCNICO EN GESTIÓN ADMINISTRATIVA
Clave o código del módulo: (1) 0156	Denominación completa del módulo profesional: (1) INGLÉS

INSTRUCCIONES GENERALES PARA LA REALIZACIÓN DE LA PRUEBA
- Se deberán cumplimentar los datos del aspirante antes del examen y firmar en todas las hojas que se entreguen. - Deberá estar disponible el DNI o documento identificativo equivalente en la mesa. - Señalar y escribir con tinta indeleble azul o negra las respuestas y su desarrollo. - Si se ha de rectificar una respuesta, trazar un aspa (X) o tachar con una línea horizontal. No utilizar líquido corrector (Tippex). - Utilizar solamente el papel facilitado por el examinador (con el sello y formato correspondiente). - No utilizar material de consulta (salvo aquél que se autorice expresamente). - No se corregirán las letras o número ilegibles. - No está permitido el uso de móviles ni relojes inteligentes. - Los teléfonos móviles se deberán colocar en el lugar del aula que el examinador indique al comenzar el examen. - En el caso de que se actúe de forma deshonesta en la realización de la prueba, utilizando materiales no permitidos (móviles, pinganillos “chuletas”, etc), plagiando respuestas o hablando con otros compañeros, se otorgará una calificación global de 0 puntos. - La duración máxima de la prueba será de una hora y cuarenta y cinco minutos. - Se aconseja realizar una lectura minuciosa y detallada de las cuestiones planteadas. - La prueba consta de varias partes: una de comprensión oral, otra de comprensión escrita, otra de expresión escrita y una prueba general de conocimientos léxicos y gramaticales.
CRITERIOS DE CALIFICACIÓN Y VALORACIÓN

- La prueba consta de diferentes cuestiones teóricos-prácticas. Los ejercicios de comprensión oral, comprensión escrita y expresión escrita contarán un 20% cada uno, mientras que la prueba de conocimientos gramaticales y léxicos contará un 40% de la nota total.
- La valoración de cada ejercicio o cuestión en concreto figura junto a su enunciado.
- El ejercicio de escritura se evalúa teniendo en cuenta cuatro elementos básicos a la hora de redactar, puntuando cada uno de ellos un máximo de 2,5. Estos elementos son: eficacia comunicativa (el mensaje es claro y conciso), capacidad discursiva (bien organizado, buena separación de los diversos párrafos y uso correcto de conectores), alcance del uso de la lengua (estructuras gramaticales y léxicas, etc) y corrección formal (el lenguaje empleado es el adecuado y cumple los requisitos).
- La prueba se calificará con una puntuación máxima de 10, teniendo que obtener una nota mínima de 5 para aprobar el examen.

(1) Consígnense las denominaciones exactas y los códigos reflejados en el anexo 1.a o 1.b de las presentes instrucciones.

CALIFICACIÓN
.....

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Listening comprehension (20 points)

1 Listen to a conversation and circle the correct answers (10 points):

- Linda was **in a meeting** / out of the office / taking a message when Mr Grey called.
- Mr Grey's message to Linda was **delayed** / polite / urgent.
- The warehouse shipped Mr Grey's order to **32 Falcon Road** / PJ Shoes / the wrong address.
- Miss Dutton doesn't have **a delivery of shoes** / her order number / the correct address.
- Miss Dutton wants size **32** / 39 / 40 shoes.

2. Listen again and answer the questions (10 points):

a. When did Mr Grey call for Linda?

b. How did Mr Grey feel when he called?

c. What does Mr Grey say about this package?

d. When was Mr Grey's package sent?

e. What will Phil and Linda's company pay back to Miss Dutton?

Grammar and vocabulary (40 points)

1 Complete the sentences with the verbs in brackets with the correct form of the present time or present continuous (5 points).

- They _____ (live) in the city center.
- _____ you _____ (know) the office contact number?
- Helen _____ (not work) today, she is traveling.
- She _____ (eat) outside the office every day.

- _____ Jack _____ (have) a meeting right now?

2. Write questions for the following answers (5 points):

a. _____ ?

I work at a big company.

b. _____ ?

No, I have never been to France before.

c. _____ ?

He gets up at 7 o'clock.

d. _____ ?

I am writing an e-mail.

e. _____ ?

They lived in Canada.

3. Complete the following including one the relative pronouns below (3 points):

When / which / who / where / whose / when

- This is the place _____ I studied my degree.
- The boy, _____ phone rang in class, looked really embarrassed.
- The teacher, _____ explained the exercise, made it super easy.
- The film _____ we watched last night was really good.
- I'll never forget the day _____ I met my partner.
- The 15th of May, _____ I finished my degree, was the happiest day of my life.

4. Choose the correct option to complete the sentence (3 points):

- a. My friend is **the best / better than** student in the class.
- b. John isn't **taller than / the tallest** Mark, they are the same height.
- c. Your office is **bigger than / the biggest** mine.
- d. She is **more intelligent than / the most intelligent** administrative assistant in the office.
- e. Is this week **longer than / the longest** the previous week?
- f. I think Jack is **better than / the best** boss possible.

5. Complete the sentences with the correct form of the verbs in brackets using past simple or past continuous (5 points):

a. While I _____ (walk) to school, I _____ (see) an accident.

b. She _____ (listen) to music when her mum _____ (call) her.

c. He _____ (break) his leg while he _____ (ski) in the mountains.

- d. When the alarm _____ (ring) she _____ (sleep).
e. While they _____ (travel) around Spain, they _____
(meet) many interesting people.

6. Complete the sentences with the verbs below. Use the Present Perfect Simple or Past Simple (5 points):

Decide / take / not participate / send / not book

- _____ Joanna _____ minutes at the meeting last Tuesday?
- Mrs Smith _____ a flight to Tokyo yet.
- They _____ in the exhibition last year.
- _____ you _____ whether to rent a car or take the train?
- I _____ you the e-mail a minute ago.

7. Complete the sentences with the correct form of the verbs in brackets using First Conditional (5 points):

- a. If the client _____ (not sign) the contract, we _____
(cancel) the order.
- b. If we _____ (receive) the payment today, we _____
(send) the invoice immediately.
- c. We _____ (start) the project next week if the manager
_____ (approve) the budget.
- d. The boss _____ (be) angry if we _____ (not
finish) the report on time.
- e. If we _____ (not improve) customer service, we
_____ (lose) clients.

8. Circle the correct answer (4 points):

1. We've reached our **credit limit** / **exchange rate** / **standing order**, so the bank won't lend us any more money.
2. I need to go to the **ATM** / **coin** / **note** to get some money out.
3. The company is going to **install** / **lend** / **report** new security cameras soon.
4. Don't forget to put a **column** / **font** / **heading** at the top of each slide in your presentation.
5. How did you put that video **arrow** / **bullet** / **clip** into a slide in your presentation?
6. The cost of renting the car includes **identification** / **insurances** / **passengers** in case you have an accident.
7. Wait a moment, I have to **remedy** / **look for** / **withdraw** money from the ATM.
8. If you do well in sales, you will get a **commission** / **sick note** / **signature**.

9. Complete the sentences with the phrases below (4 points):

Customer Service Clerk / end of the corridor / filing cabinet / instruction manual / paper jam / payment date / price per unit / toner cartridge

- It's 16,20€ for a box of 100, giving a _____ of just over 16 cents.
- The _____ for the invoice is 31st May.
- I think you need to put a new _____ in this photocopier.
- Oh, no! There's a _____ and I need to photocopy these documents urgently.
- Mrs Carter's office is at the _____ on the left.
- A _____ deals with enquiries and complaints from members of the public.
- Could you look for a copy of the contract with Greens Limited in the _____, please?
- Just check in the _____ if you want to know how the printer works.

Reading comprehension (20 points)

New message	
To	Dale Bank, Head Office, Customer Service
From	Mary Thomas
Subject	Complaint about customer service

Dear Sir or Madam,

I have my business and personal accounts at your Watling Street branch. On 14th May, I telephoned my branch to transfer \$20,000 from my business account to my supplier, Bangkok Spices. I was told that they would deposit the money in my supplier's Thai account on 16th May. On 18th May, I went into my bank because Bangkok Spices had not received the money. The bank teller told me that there was a mistake with the transaction and the money had been transferred to a different account. I checked my records and I had provided the correct account details. Luckily, the bank was able to locate the money and transfer it to Bangkok Spices. They finally received the money on 20th May and were extremely angry about the delay. In the meantime, the exchange rate had changed and I had to pay an extra \$200 for the transfer. The bank manager refused to refund my money.

Also, I noticed that you were paying me 0.5% interest instead of 1.5% interest on my personal savings account. The bank repaid the missing interest, but I am still unhappy with your service and am considering moving my accounts to another bank.

I would appreciate if you would contact me with a speedy response.

Yours sincerely,

Mary Thomas, Director of Asian Foods Imports

1 After reading the e-mail. Then write T (true), F (false) or DS (doesn't say) next to the sentences below (10 points):

- Mary wanted to move some money from her business account _____
- Bangkok Spices didn't get the money Mary sent on time _____
- Mary gave the bank the wrong information about her supplier's account _____
- Bangkok Spices is a large international company _____
- The bank didn't give Mary the interest she was owed on her personal account _____

2 Complete the sentences (10 points):

- Bangkok Spices was supposed to receive the money on _____.
- Bangkok Spices didn't receive the money because the bank _____.
- Mary had to pay an extra 200€ because _____.
- The manager of the bank wouldn't _____.
- Because of the problems that she has experienced, Mary is thinking about _____.

Writing (20 points)

Imagine you answer the phone at a large clothing company. You recently had a call with a customer who was angry and difficult. Your manager has asked you to write a report about what happened during the call.

- Include information about:
- When you received the call and who it was from
- Who the caller wanted to speak to
- Why the caller became angry
- What you did to deal with the caller