



Incorporated by
Act of Parliament No. 23 of 2009

PILOT PAPER – 2023-2027 SYLLABUS

OL2.5 Professional Communication

Operational Level

ANSWER KEY

Question No – 02 - Segment B - Reading – 12.5 Marks

Q. No	Answer	Q. No	Answer
01	C	07	B
02	D	08	D
03	B	09	A
04	D	10	D
05	A	11	C
06	A		

12. Select whether the following statements are True (T), False (F), or Not Given (NG), based on the passage.

Statement	T / F / NG
1. Finland was the first country to introduce a four-day week.	False
2. Well-informed countries confirm 40% increased productivity from working 20% less of the time.	True
3. the rise of financial technology is also creating a skills gap.	Not Given
4. Clients are not concerned about the internal setup of their service provider.	True

Question No – 03 - Segment B - Reading – 12.5 Marks

Q. No	Answer	Q. No	Answer
13	C	16	A
14	C	17	A
15	D	18	B

19. State whether the following statements are True (T), False (F), or Not Given (NG), based on the passage.

Statement	T/F/NG
1. The fluctuation in asset prices is rarely the result of global political and economic events.	False
2. Volatile trading periods are seldom caused by unexpected political or economic events.	False
3. The author is aware of the risks involved in the belief that acting fast when reacting to a sudden market movement can provide them higher returns.	True
4. There is ultimately no perfect formula or strategy that is universally applicable to all investors.	Not Given

Question 04 - Segment C – Writing – 13 Marks

20. Imagine you are the procurement manager for CBS Associates. You purchased four laser printers and two scanners for your company from CompTech (Pvt.) Ltd. When you received the goods, you found that there were only three laser printers and one of the scanners was not working. You immediately telephoned the sales manager of CompTech (Pvt.) Ltd, Mr. Heshan Weerasinghe and reported the issue. Although he promised to send the missing laser printer and replace the malfunctioning scanner within three days, it was not done. You have written to the company several times but no action has been taken for one month. Write a strong letter of complaint. In your letter you should:

- explain the problem briefly;
- refer to your telephone conversation with the Procurement Manager and the previous letters;
- restate your request;
- give a deadline and a warning.

Assessment Rubric

Organisation (2 marks)

Sender's address	1/4
Date	1/4
Recipient's address	1/4
Salutation and complimentary close	1/4
Subject	1/4
Signature	1/4
Name	1/4
Designation	1/4

Language (6 marks)

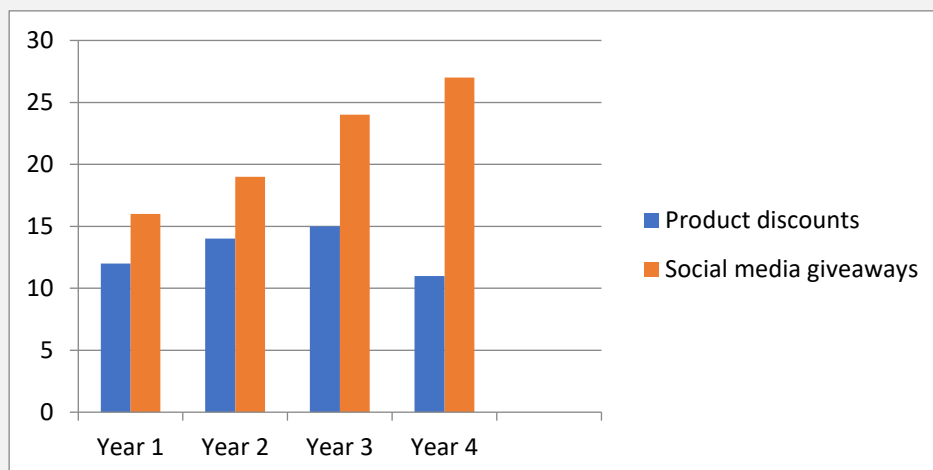
Excellent to very good	Fluent expression; accurate use of relatively complex structures; very few grammatical errors. Complex range of relevant vocabulary; mastery of word forms and expressions	6
Good to average	Adequate fluency; simple constructions used effectively; some problems in use of complex constructions; some grammar and spelling errors	4 - 5
Fair to poor	Low fluency; significant mistakes in the use of complex constructions; frequent grammar and spelling errors; lack of accuracy interferes with meaning	2 - 3
Very poor	Lacks fluency; no mastery of simple sentence construction; text dominated by errors; does not communicate meaning, or not enough to rate	1

Content (5 marks)

Excellent to very good	Knowledgeable; substantive; thorough understanding of the purpose; all relevant information included	4 - 5
Good to average	Some knowledge of the subject; ideas mostly relevant to the topic, but lacks detail	2 - 3
Fair to poor	Limited knowledge of the subject; minimal substance; poor thematic development; use of insufficient sentences	1

Question 05 - Segment C – Writing – 12 Marks

21. The bar chart below illustrates two marketing strategies used by a company to promote a product during a four-year period. Using the information from the chart, write a 150-200 word report comparing the two types of sales promotion.



Assessment Rubric

Content and organisation (5 marks)

Very good	5
Good	3-4
Fair	1-2
Weak	0.5

Introductory paragraph: Introduce the graph and give an overview of the data

Body paragraph 1: Provide a detailed description of the main features

Body paragraph 2: Describe other data

Grammar and vocabulary (4 marks)

Very good	4
Good	2.5-3.5
Fair	1-2
Weak	0.5

Spelling, capitalisation and punctuation (3 marks)

Very good	3
Good	2
Fair	1
Weak	0.5

Question 06 - Segment D – Speaking – 40 Marks

Assessment Rubric

Content		Grammatical range & accuracy		Lexical resource		Fluency & coherence	
Presents content that is fully developed, well-organised, and relevant	5	Maintains control of a wide range of grammatical forms and uses them naturally and appropriately	5	Uses a wide range of vocabulary and uses them with flexibility and precision	5	Speaks fluently and coherently; uses a wide range of cohesive features and discourse markers	5
Presents content that is relevant and delivers key information and supporting details, but the content is not fully developed	4	Shows a good degree of control of a range of simple and some complex grammatical forms	4	Uses a range of appropriate vocabulary flexibly	4	Speaks at length with ease; uses a range of cohesive features and discourse markers with flexibility	4
Produces content relevant to the task but with limited success	3	Shows a good degree of control of simple grammatical forms	3	Uses vocabulary with limited flexibility	3	Speaks with some hesitation: uses basic cohesive devices	3
Produces a limited amount of content which is related to the topic	2	Shows sufficient control of simple grammatical forms	2	Makes frequent errors in word choice	2	Speaks with frequent pauses and repetition; uses simple connectives	2
Produces content mostly unrelated to the topic	1	Shows a limited control of a few grammatical forms	1	Has insufficient vocabulary	1	Speaks with lengthy pauses; shows limited ability to link simple sentences	1
