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My company			
FOUNDATION	A company profile	Writing a profile of your company	Asking for information
PART A	The layout of a company	Showing a visitor around your training company	Giving directions Describing jobs Asking about jobs
PART B	The structure of a company	Presenting the structure and key roles of your training company	Offering help/refreshments
COMMUNICATION	Introductions and small talk	Looking after a visitor	
My workplace			
FOUNDATION	Internal communication	Doing a survey about means of communication	Talking about quantities Expressing permission and obligatio
PART A	IT job profiles .	Writing your own job profile	Describing responsibilities Talking about likes and dislikes Talking about preferences Comparing things
PART B	Ways of working in a team	Giving feedback on ways of working in a team	
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KMK Exam practice 1			
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FOUNDATION	Hardware components	Helping customers choose the right computer	Discussing computer components and peripherals Giving instructions Describing capability Saying whether something is suitable Using polite language in emails Salutation and complimentary close is
PART A	Hardware installation	Explaining how to install a hardware component	
PART B	Computer configuration	Matching a computer to a colleague's needs	
COMMUNICATION	Emails	Writing an email to a customer	emails
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FOUNDATION	Graphical user interfaces (GUIs)	Helping a colleague navigate a computer interface	Describing where things are Talking about cause Talking about consequences Structuring a presentation
PART A	Software installation	Reporting on the progress of a software installation	
PART B	Software configuration	Advising a colleague on configuring software installations	
COMMUNICATION	A short presentation	Giving a presentation about your work	
KMK Exam practice 2			
IT security	•		
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PART A	Internal access and acceptable use	Describing acceptable use and internal access at your training company	
PART B	External access	Explaining security procedures to a company client	
COMMUNICATION	Graphs and charts	Presenting trends and costs of cybercrime	
Dealing with custome	ers		
FOUNDATION	Robots for customer service	Helping a customer with a query	Advising a customer Talking to a salesperson Performing actions Explaining software integration Guiding a customer through a process Telling the time Giving dates, days and times
PART A	Set-up and customization	Explaining how to customize a product	
PART B	Technical support	Guiding a customer through a technical process	
COMMUNICATION	Arrangements for meetings	Writing emails to make arrangements	



it		Content	Situation	Language		
7	Communicating with c	olleagues				
	FOUNDATION	Ways of collaborating	Giving information about updates to a collaboration wiki	Describing updates Taking things into consideration		
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	PART B	Local or cloud?	Persuading colleagues to accept an option			
	COMMUNICATION	Constructive feedback	Giving feedback to colleagues			
)	Presenting technical p	rojects				
)	FOUNDATION	International connection standards	Choosing a suitable connection protocol for a product	Defining things more closely Talking about achievements Giving estimates Giving a progress report Talking about lessons learned Checking in and out of a hotel		
	PART A	Trade fairs	Talking to a visitor to the stand; following up a meeting			
	PART B	A project report for a client	Reporting on the progress of a project to a client			
	COMMUNICATION	Business trips	Doing research on other cultures			
	KMK Exam practice 4					
\	Enquiries and offers fo	or IT services				
)	FOUNDATION	A video conferencing system	Writing a report on a suitable system	Comparing items Summarizing requirements Demonstrating unique selling propositions Negotiating Salutation and complimentary close in letters		
	PART A	Customer requirements	Discussing requirements with a customer; making an offer			
	PART B	A contract for cloud-based services	Negotiating the details of a contract; summarizing the agreement			
	COMMUNICATION	The layout of business letters	Writing a business letter			
١	An order for technical products					
)	FOUNDATION	Technology for the disabled	Confirming an order by email	Describing objects Recommending a product Ordering a software package Writing an enquiry Writing an offer		
	PART A	Health devices	Recommending a product to a customer			
	PART B	Software as a service	Placing an order for security software			
	COMMUNICATION	Enquiries, offers and orders	Writing enquiries, offers and orders			
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ı	Problems and complaints					
	FOUNDATION	Technology and the environment	Replying to a comment on a web forum	Making polite complaints Replying to a complaint		
	PART A	Cyberattacks	Handling a customer complaint	Pointing out mistakes Making a telephone complaint Dealing with telephone complaints		
	PART B	A dispute over an invoice	Negotiating a settlement to a dispute			
	COMMUNICATION	A telephone complaint	Dealing with a telephone complaint			
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_	FOUNDATION	Where do I go from here?	Writing about your apprenticeship	Talking about skills		
_	PART A	Job adverts and applications	Writing a job application	Thinking about possibilities		
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