









**Lesson three** is a reading passage, such as an article, that often deals with cultural issues related to business. It is accompanied by five reading comprehension activities based on the subskills tested in the BEC examination, and five language usage questions, based on the language point(s) covered in the unit. Language points are selected using the criteria of what would be the most useful to the student in a business environment.

## Case Studies

In addition to the 24 main units, eight **case studies** are included in the program. These case studies each consist of a slide show of a professional in his or her place of work, talking about a problem or dilemma. The student is asked to pick an appropriate solution for the problem based on four to five different types of information provided. A specific text type is also introduced and elaborated upon in each case study (resume, white paper, etc.) While a few new vocabulary items are introduced in the case studies, in the main, the vocabulary from the 24 core units is re-entered.

The screenshot displays a software interface for a case study. At the top, the title is "Information Technology: To Upgrade or Not to Upgrade?". Below the title, there is a "Case Study" tab. The interface is divided into several sections:

- Video Player:** A video player showing a man in a suit speaking. Below the video are playback controls (play, pause, stop, next).
- Transcript:** A text box containing the following text:

**Morgan Granger:** Good morning. My job is to configure and order computer systems, including their hardware, operating system software, backup utility software, remote management software, anti-virus software and all of our network connectivity hardware and software.
- Instructions Panel:** A panel titled "Instructions" with the following content:

**Which words fit best in the sentences?**

**Memo to Finance Department:**

**To:** Finance Department  
**From:** Morgan Granger, System Administrator  
**Re:** Cost Analysis

Dear all,  
I am in the process of revamping our current \_\_\_\_\_ ordering/tracking system. I know that I have a limited budget, so I want to know how to factor in some considerations before I make my decision. For example:

  - How should I budget for the increase in time I may need to \_\_\_\_\_ training for a new system?
  - What about the time that is presently wasted by using cumbersome \_\_\_\_\_ ?
  - If I order a new system, can I cut extra \_\_\_\_\_

At the bottom of the instructions panel are buttons for "Clear", "Confirm", and "Solution".



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The professions covered in the case studies are information technology, human resources, marketing, finance and accounts, sales, import/export, logistics and customer care. Each case study is accompanied by a More Activities worksheet with pre, while, and post viewing tasks.

## Online Assessment

The BEC examination is quite specific in its test structure and as such, **Q Business Online** endeavors to give students ample experience with the types of questions and testing situations they will face. At the end of the course of study, a 45-minute abridged examination (in two versions) on the listening and reading components of the BEC examination is included in the program. This serves as the basic summative assessment of the program.

On-going formative assessment, however, is found in the lesson activities as learners may return to units if their rate of success is low.

The product makes the learner a partner in the assessment process by allowing the possibility of feedback on activities at the learner's request. In case studies, full explanations of each answer are available.