



PURILINGUALING PURILINGUALING Designing and Implementing Designing and Implementing Durilingual Oral Exams PRAMEWORK





DESIGNING AND IMPLEMENTING PLURILINGUAL ORAL EXAMS

Framework for the Austrian upper secondary level oral leaving examination at colleges for higher vocational education EXAM SUBJECT

PLURILINGUALISM

IMPRINT

Responsible for the contents:

Gerda Piribauer, CEBS Center for vocational languages The center for language competence in vocational schools

Co-authors: Ute Atzlesberger, Irmgard Greinix Thomas Ladstätter, Franz Mittendorfer Helmut Renner, Belinda Steinhuber and the entire team at CEBS

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Layout: Helmut Renner, CEBS

English version:

Nancy Köstlbauer, Franz Mittendorfer with support from Belinda Steinhuber and Isolde Tauschitz

Layout: Fa. Promotics-Language Consulting

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Table of contents

PREFACE / INTRODUCTORY COMMENTS	2
Plurilingualism – mission and challenge	3
1. Plurilingual exams – reasons and rationa	ıle5
2. The distinguishing characteristics of plurilingual communication	5
3. Exam format and specifications	6
3.1. Specifications of the plurilingual exam level B2 + level B1	6
4. Developing competence oriented plurilingual tasks	9
4.1. Important elements (theory and implementation) 9
4.2. Exemplary task settings	11
5. The process and implementation of the exam " <i>PLURILINGUALISM</i> "	13
5.1. Exam participants	13
5.2. Choice of topic	13
5.3. Preparation	13
5.4. Layout of the exam room	13
5.5. Instructions for the examiners	14

5.6. Sustained Monologue Task	15
5.7. Interactive Dialogue Task	15
5.8. Information for the candidates	
5.8.1. Preparation time	16
5.8.2. Instructions for the exam situation (both for the monologue and for the dialogue)	16
6. Evaluation of performance in plurilingual exams	17
6.1. Structure of the assessment grid and instructions for use	17
6.2. Explanation of the individual criteria	19
6.3. Assessment grid (COPY TEMPLATE)	20
7. Examples of exam papers	21
Example 1	22
TOPIC: health and nutrition EMPHASIS: (un)healthy lifestyle	22 22
Example 2 TOPIC: lifestyle, school, education and	25
personal development	25
EMPHASIS: study abroad, mobility	25
8. Glossary	28
9. Reference List	30

PREFACE / INTRODUCTORY COMMENTS

Presently, the Austrian school system is undergoing a number of changes and as part of this process new regulations for final exams have been introduced. The papers for reading, listening and writing have been standardized and are centrally developed, but the design of oral exams is still in the hands of the teachers. In order to guide and support them, several frameworks for different languages and levels have been developed by CEBS. The basic document is called Framework for the Austrian Upper Secondary Level Oral Matriculation and Diploma Examination, which is the official leaving examination at Austrian Upper Secondary Vocational Colleges.

One of the changes that is most significant for many schools is the introduction of a new exam subject. Learners at some types of Upper Secondary Vocational Colleges now have the opportunity to take a plurilingual oral exam.

At the moment, this exam combines the mandatory school subject of English with a mandatory second foreign language presently taught at Austrian schools and chosen by the student (e.g. French, Italian, Spanish). As this concept is entirely new to the majority of Austrian teachers, there is a strong need for support with the design of this type of exam. Consequently, the *Framework for Designing and Implementing Plurilingual Oral Exams* was conceived as a supplement to the basic framework. It concentrates on the combination of languages and levels laid down in the official regulations – level B2 for English and level B1 for the second language^a. However, this framework needs yet to be expanded in order to account for plurilingual exams combining English level B2 and second foreign language level A2, which is also possible in some schools.

The conception of plurilingual oral exams and the assessment of plurilingual competences is just beginning to be established in Europe, although we all know how important these competences are. The present framework is an attempt to encourage teachers and learners in Austria to work on plurilingual competences and to embrace the challenge of plurilingual exams; it does, by no means, pretend to cover the full complexity of task design and assessment.

In the future, suggestions for exam design will need to cater for more combinations of languages, for example, and cannot just include English and a second foreign language as is the case at the time of writing. But the authors hope that the present framework will be a helpful contribution to current developments in the fields of assessment and exam design in general and that other countries will find some useful ideas in it that they can build on.

> Belinda Steinhuber Vienna, April 2016

Plurilingualism – mission and challenge (Franz Mittendorfer)

Koľko jazykov vieš, toľkokrát si človekom.

(The more languages you know, the more of a person you are)^a.

The development, support and recognition of plurilingual competence, in other words a person's ability to perform successfully in a plurilingual setting, goes hand in hand with the development of PROJECT EUROPE. As early as March of 2002, at the meeting in Barcelona^b, the heads of governments in the European Union demanded school curricula containing the instruction of at least two foreign languages. Ever since, the European Commission has been supporting individual plurilingualism with the aim that all European citizens, in addition to their mother tongue, also possess practical knowledge in at least two other (foreign) languages.^c

In view of the realities of globalization, BEING plurilingual – both as an educational objective as well as a life-long learning goal – means recognizing that the total is infinitely larger than the sum of its components.

Language itself helps us to understand that.

Being plurilingual means so much more than being in command of a cumulative collection of different language abilities and skills. It includes rather, a conscious attitude and comportment towards oneself and towards the identities influenced by cultural, social, economic and, last but not least, language factors, which surround and accompany this self.

BEING plurilingual means

• BEING curious and CAPABLE OF learning. It empowers me to approach people and situations that are unfamiliar and, while doing so, develop understanding and respect.

• BEING humble and CAPABLE OF reflecting. It protects me from arrogance and self-importance since the limits of my own competence are rarely as obvious as in a plurilingual context.

• BEING self-determined and CAPABLE OF actively and responsibly participating in current processes which are shaping communities and economies. Having access to a variety of sources of information leads to detailed viewpoints and lateral thinking.

• BEING mobile and CAPABLE OF thinking outside the box. Mental and physical flexibility protect me from isolation and are important factors in the development of individual quality of life and work.

Plurilingualism leads to an individual's, and ultimately, to a society's exceptional quality of BEING.

Everyone who takes on the responsibility for education is also responsible for the development and growth of this quality.

We have always, at least at schools, taught languages SIDE BY SIDE, and for the most part, kept each language in a separate mental compartment. Therefore it is not always easy for us to simply press a button and switch languages

> when called for. It is almost as if we first need to "activate a different (school) subject" or "open a new pigeonhole" before being able to switch languages.

BEING plurilingual is not a definition in itself,

rather defines but and manifests itself in its application, in ABILITIES and in ACTION. It is therefore never a static process but always a dynamic one, expressing itself in conscious self-awareness of being a life-long learner.



a) Der Mitteilung der Europäischen Kommission über eine Rahmenstrategie für Mehrsprachigkeit: KOM(2005) 596 endgültig, Brüssel, 22.11.2005 vorangestellt b) Europäischer Rat (Barcelona), 15. und 16. März 2002, Schlussfolgerungen des

Vorsitzes, Teil I, 43.1.

c) KOM (2003)449: Förderung des Sprachenlernens und der Sprachenvielfalt: Aktionsplan 2004 – 2006. KOM (1995)590: Weißbuch "Lehren und Lernen".



Example of plurilingual assessments: Englisch & Russian

As early as 1979, in his book, "Die Mehrsprachigkeit des Menschen,"^d Mario Wandruszka made a

clear distinction between "internal plurilingualism" (the ability to use language variants in one's mother tongue) and "external plurilingualism" (the ability of learning and using knowledge of other languages and cultures). He recognized both as a natural predisposition of an individual – a predisposition, however,



which needs to be developed and maintained. Recent developments in school curricula and innovations in education policies increasingly recognize and support the value of plurilingualism.



Englisch & Italian

In Austria, for example, there is now the opportunity of taking the Upper Secondary Level Oral Leaving Examination in plurilingualism; school innovations such plurilingual subject "International as the Communication in Business and Trade" or individual plurilingual lessons as such, serve the objective of developing the student's ability to perform successfully in a plurilingual setting; the "plurilingual competition" is the central element in the annual national language contest of the Austrian vocational school system.

For reasons of practical feasibility this framework concentrates on the plurilingual exam in Austria, which combines the mandatory school subject of English with a mandatory second foreign language presently taught at Austrian schools and chosen by the students. While this paper relates to the situation as it is in Austria at the time of writing, it does by no means exclude an expansion in depth, in scope and in intensity. As a medium-term objective, for instance, we can and should search for new ways in which we can recognize and develop our students' potential for languages which are not part of the school curricula.

Example of plurilingual assessments: Englisch & Spanish



d) Piper Verlag 1979; siehe auch: Mehrsprachigkeit im Fokus, Gießener Beiträge zur Fremdsprachendidaktik, Tübingen 2004

Example of plurilingual assessments: Englisch & French



1. Plurilingual exams – reasons and rationale

- Language diversity and plurilingualism are part of the European identity.
- A plurilingual exam documents and shows respect for diversity.
- It implements the goals of Agenda 2020 of the European Commission.
- Successful completion of a plurilingual exam gives proof of acquired competences.
- A plurilingual exam opens up new opportunities. New types of exams, with a clear view of the learners' individual profiles, can be offered.
- Individual portfolios can be developed.
- A plurilingual exam is an additional offer for learners who are interested and/or talented in languages.
- Successful completion of a plurilingual exam increases opportunities on the job market due to the upgrading and expansion of the learner's individual portfolio.
- The introduction of plurilingual exams in schools contributes to cross-curriculum teaching of subjects which, until now, have been taught separately.

2. The distinguishing characteristics of plurilingual communication

"Plurilingual and pluricultural competence refers to the ability to use languages for the purposes of communication and to take part in intercultural interaction, where a person, viewed as a social agent has proficiency, of varying degrees, in several languages and experience of several cultures. This is not seen as the superposition or juxtaposition of distinct competences, but rather as the existence of a complex or even composite competence on which the user may draw". (CEFR, Chapter 8.1; page 168)

Plurilingual communication takes place when interlocutors with different linguistic and cultural identities meet in a given situation and desire to communicate in order to exchange information.

Plurilingual communication is characterized by the following features:

- Communication occurs not in one single language but rather in a combination of languages (polyglot dialogue)^a.
- The languages are not opposed but rather complementary.
- Several languages are used in order to make information available and to exchange information; this requires switching among the languages.
- All participants must accommodate to numerous interlocutors with different linguistic and cultural identities.
- In addition to language competence, social, intercultural and emotional competence is of vital importance for successful communication.

a) Lenz, P. und Berthele, R.: Assessment in Plurilingual and Intercultural Education. Council of Europe, Strasbourg 2010, p.21. See glossary.

- The participants play a bridging role in many respects.
- The decision of the participants to use their various languages instead of a "lingua franca" is either a necessity or a conscious choice in order to express appreciation for cultural and linguistic diversity.
- Plurilingual communication demands flexibility and sensitivity with regard to language, sensitive issues and behaviour.
- One aspect of plurilingual communication is the act of mediating between interlocutors^b.
- In all plurilingual communicative situations it is even more vital than usual to confirm understanding by using a "comprehension check".

3. Exam format and specifications

The Upper Secondary Level Oral Leaving Examination in plurilingualism consists of a monologue and an interactive task, which simulates a polyglot dialogue. In both parts of the exam several languages are used, all of which are characterized by elements of mediation and code-switching^c.

3.1. Specifications of the plurilingual exam level B2 + level B1

CRITERIA		DESCRIPTION
General Goal	cier	determine whether the candidate has plurilingual oral competency, whereby the profi- ncy of the candidate in English and in the second foreign language must be at Level B2 I Level B1 (according to CEFR) respectively.
Specific Goals		The candidate
	1	Shows plurilingual competence and can cooperate and interact flexibly and in a goal oriented manner in a given context.
	2	Demonstrates competence in both general language and professional language use. Depending on the situation, the candidate can alternate spontaneously between (for- eign) languages (language switching); the candidate can switch languages on his/her own initiative when it appears logical and sensible in a given situation.
	3	Is aware of similarities and differences between cultures and is capable of intercultural communication in both the personal and professional domains.
	4	Can act as an intermediary to facilitate communication between interlocutors who are unable to understand each other directly ^d .
	5	Ensures that all interlocutors are included in the conversation and receive the desired information.
	6	Demonstrates intercultural sensitivity and can react appropriately to the interlocutors, both verbally and non-verbally.
	7	Can successfully select and use communication strategies in order to reach a goal in a given situation.
	8	Can use strategies to compensate for limited linguistic resources and to ensure successful communication.
	9	Can carry on a conversation spontaneously in both languages (at a high degree of flu- ency in English) about a variety of familiar topics, of general, professional or of personal interest, during which he/she expresses opinions, feelings, emotions, plans and desires.

b) CEFR, chapter 4.4.4, p. 87. See glossary

c) https://www.univie.ac.at/linguistics/publications/diplomarbeit/schepelmann/Daten/code-switching.htm. See glossary d) CEFR, chapter 4.4.4, p. 87. See glossary

 Can give accounts of personal events and experiences in both languages, describing feelings and reactions; in English in detail and at a high degree of fluency. Can converse spontaneously and with some confidence in both languages on familiar routine, in English at a high degree of fluency, so that interaction is possible without imposing a strain on either of the participating parties. Can recognize problems in general and in professional situations, develop solutions and choose appropriate courses of action. Can discuss the advantages and disadvantages of various options in both languages, can state or defend his/her personal viewpoint, make suggestions and in English, is able to discuss and evaluate these. Can explain, in both languages, where the problem lies and can discuss further action and compare and contrast alternative solutions. Can, in both languages, present a topic (i.e. in a presentation) clearly enough to be followed without difficulty most of the time. The candidate can highlight the most important points and following the presentation he/she can answer a series of follow-up questions spontaneously, might, however, in the second language, need to ask for repetition, should the speech be too rapid. Can, in both languages, pass on information, reliably and in detail, provided that he/she is familiar with the topic and that the input is expressed clearly and in well-structured language. Can use and/or summarize information from different sources in order to fulfil a particular task. Can, as a member of a team, take on responsibility and contribute constructively to a common solution. ^e 		
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	19	
	20	

CRITERIA	DESCRIPTION
Situation in the target langua- ges at the time of testing	The Matriculation and Diploma Examination is taken at Vocational Colleges at the end of upper secondary education. Successful completion of the leaving exams grants both professional job qualifications as stated in the valid national curriculum of Austria as well as entrance qualifications for tertiary educational institutions (i.e. colleges, universities).
Description of the candidate	The candidate is 18-21 years of age at the time of his/her leaving exams. German is L1 for the majority of candidates and for those candidates whose mother tongue is not German, German is then L2.
Level of the exam	The candidate is expected to show competence at Level B2 in English and at Level B1 in the second or additional foreign language.
Specifications	The exam paper consists of a sustained monologue task and an interactive poly- glot dialogue, both of which are set in an area of language use which has been se- lected from a pool of established domains. It is recommended to begin with do- mains and situations of Level B1 and make any necessary adjustments for English. The topic categories are a pool of topics decided by the team of foreign language teach- ers of the school.
Authenticity	The exam paper should mirror situations of personal and professional life in which both the target languages and the language of instruction are needed. The given situations should be realistic and should correspond to the candidates' fields of experience.

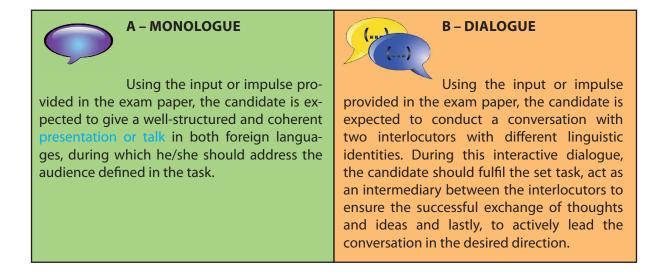
Type of discourse	The following types of discourse are to be expected in the plurilingual oral exam:
	 arguing, describing, reporting, citing examples, explaining, illustrating,
	recounting of events/experiences;
	 expressing feelings and reactions;
	 drawing comparisons and comparing different options or points of view;
	 illustrating advantages and disadvantages of different options;
	 checking, confirming and passing on of information;
	 making comments;
	• expressing and justifying a point of view, giving reasons and explanations in support;
	• expressing and defending a personal opinion and commenting on the views of oth-
	ers;
	 making suggestions and, in English, discussing and evaluating the suggestions;
	 describing intentions, desires and hopes; and
	◆ summarizing.
Content of the tasks	The content of the given tasks can be both concrete and abstract.
Test format	The exam paper consists of a sustained monologue task and an interactive polyglot dia- logue task. Each task has clear instructions given by operational verbs (function words). The exam paper also contains text-based or visual input or impulses. Both tasks of the test paper, (monologue and dialogue), are always embedded in a given situational context.
Instructions	Instructions should be given in the curriculum language (i.e. German in Austria) using function words. Each sub point of the individual tasks must be addressed.
Instructions for the examiners	The examiners converse at the language level which corresponds to the candidate's level of receptive competence. They follow the guidelines regarding the conducting of the exam (see pt. 5.5 instructions for examiners).
Assessor	As there are two examiners during the plurilingual exams, there is no additional assessor.
Weighting	Both tasks (monologue and dialogue) are to be evaluated equally as each task is equiva- lent in value.
Length of exam	According to official exam regulations in Austria, the exam is to last between 10 and 20 minutes. The recommendation of exam length lies at 12-15 minutes, whereby 4-5 minutes should be allotted for the monologue (including introduction and follow-up questions) and 8-10 minutes for the dialogue.
Preparation time	According to official exam regulations in Austria, a candidate has 20 minutes minimum preparation time. The recommendation lies at 30 minutes.
Assessment criteria	There is one common assessment grid for both examiners.
Implementation of the exam	Both examiners are present during the exam. It is recommended that assessment immediately follow the exam whereby time for joint consultation must be allotted.
Aids	Dictionaries (online or in book form) provided by the school may be used during prepara- tion time.

4. Developing competence oriented plurilingual tasks

It is recommended to use topics for Level B1 and then, if needed, adjust the contents for English. Using this recommendation and taking the specifications of the plurilingual exam (pt. 3.1) into consideration, concrete support for the implementation of these principles will now be outlined.

4.1. Important elements (theory and implementation)

The exam papers testing plurilingual oral competency consist of 2 separate and independent speaking tasks: a sustained monologue speaking task and an interactive dialogue speaking task.



Both the monologue as well as the dialogue are characterized by various fundamental elements. Both tasks of the plurilingual oral exam paper must be embedded in a given **context**.

This exam context is defined in short and precise words and specifies: SITUATIONAL FRAMEWORK • the situational framework, INPUT • the **identities** of the candidate and/or **IDENTITIES** and the audience/interlocutors, IMPULSE the task as such, CONTEXT • the individual steps of the task, and Successful TASK the successful completion. COMPLETION INDIVIDUAL In addition, each of the two tasks STEPS must contain an input and/or impulse (see glossary).

Situational framework	This sets the location (i.e. home or abroad), the physical environment (i.e. host family, canteen, educational institution, company/department, exhibition, airport) and the reason for the conversation. If it is possible and makes sense, then the setting should be the same for both parts of the exam. The framework should be set in a manner which allows, as far as possible, natural plurilingual communication.
Identities	While describing the identity of the candidate, attention needs to be paid that his/ her position corresponds to his/her life experience. Although the candidate assu- mes a certain position and carries out a particular function for the purposes of the exam, he/she still always remains himself/herself. The allocation of roles and iden- tities is based on a genuine sense of reality. If, for instance, the task requires can- didates to interact with teachers or superiors, they will not be asked to adopt the role of buddy or best friend. The candidate assumes the same position in both the monologue and the dialogue.
Task and steps of the task	The task must be divided into (interactive) steps. The individual steps are introduced by using function words. An interactive introductory phase (introducing oneself, small talk) before beginning the monologue is possible. Should an introductory phase be expected, the candidate must be informed about this in the task. The exam paper itself should be written in the language of instruction (in Austria, German) so that it is not necessary to take into account the different levels of the two foreign languages. It is recommended to use three function words for the monologue task, whereas it can make sense to use only two in the dialogue task, one of which to be accompa- nied by sub points.
Successful completion	The goal or objective of the conversation must be clearly recognizable. The primary goal is successful communication among the interlocutors.
Input / Impulse	The input or impulse is a necessary element of the exam paper, not simply a decorative add-on. Furthermore, the manner in which the input or impulse is to be used must be clearly stated in each task. This additional exam material should predominantly be in the language of instruction (in Austria, German), although depending on the situational framework, some elements of the input or impulse might also be taken from foreign language sources.

When using a foreign language text as input, the following should be taken into consideration:

- The degree of difficulty of the text must not exceed the level of the exam.
- The text should be as short as possible, so that the candidate is not tempted to use text passages verbatim.
- The text should be authentic, but should not contain language mistakes which could influence text comprehension; if there are language mistakes in the original text, these should be corrected.

Longer texts as input should only be used if the set task demands that these texts be skimmed and information be selected.

When developing the exam paper attention should be paid to the following points:

- The monologue and the dialogue should cover different aspects of the same topic.
- If possible, the function words used in the first part of the exam should be different to those used in the second part.
- Various exam papers developed by the teachers should be comparable regarding the demands and the time allotted for the processing of the input.

10

4.2. Exemplary task settings

	SITUATION	POSSIBLE DETAILS
1	Internship in the press department of a non-profit organisation	 Introduction Presentation of the organisation's fields and
	Visit from foreign delegates of the organisation's international network	types of activity Discussion about future common activities/
2	Employment in a firm	 projects or areas of co-operation Small Talk
2		Presentation of a new product
	Visit of foreign business partners	 Discussion about a marketing concept for the
3	Employment in a firm	two countries which the interlocutors represent Small Talk
	Visit of foreign business partners	 Explanation of Austrian specialities
	Business lunch/dinner	 Conversation about eating habits and a healthy lifestyle
4	Employment at the National Tourist	Presentation of new offers
	Board Visit of foreign partners	 Conversation about travelling habits in the target countries
		 Discussion about holiday possibilities in Austria for certain target groups
5	Visit at a host family	 Conversation about cultural diversity, festivities
5	Arrival of an English speaking	 Conversation about cultural diversity, festivities Comparing and contrasting clichés and reality
5		
5	Arrival of an English speaking flatmate who is not very proficient in the target language Employment at a radio station	 Comparing and contrasting clichés and reality Relaying important information about the local
	Arrival of an English speaking flatmate who is not very proficient in the target language	 Comparing and contrasting clichés and reality Relaying important information about the local language school, etc. Introduction of the radio station and its
	Arrival of an English speaking flatmate who is not very proficient in the target language Employment at a radio station	 Comparing and contrasting clichés and reality Relaying important information about the local language school, etc. Introduction of the radio station and its programmes Conversation about the responsibilities and the
	Arrival of an English speaking flatmate who is not very proficient in the target language Employment at a radio station	 Comparing and contrasting clichés and reality Relaying important information about the local language school, etc. Introduction of the radio station and its programmes Conversation about the responsibilities and the importance of various media for the youth Discussion about possible success strategies for
6	Arrival of an English speaking flatmate who is not very proficient in the target language Employment at a radio station Visit of foreign media representatives	 Comparing and contrasting clichés and reality Relaying important information about the local language school, etc. Introduction of the radio station and its programmes Conversation about the responsibilities and the importance of various media for the youth Discussion about possible success strategies for radio stations
6	Arrival of an English speaking flatmate who is not very proficient in the target language Employment at a radio station Visit of foreign media representatives International event Planning meeting with partners from	 Comparing and contrasting clichés and reality Relaying important information about the local language school, etc. Introduction of the radio station and its programmes Conversation about the responsibilities and the importance of various media for the youth Discussion about possible success strategies for radio stations Welcome address Presentation of the concept/of the planning to
6	Arrival of an English speaking flatmate who is not very proficient in the target language Employment at a radio station Visit of foreign media representatives International event Planning meeting with partners from abroad	 Comparing and contrasting clichés and reality Relaying important information about the local language school, etc. Introduction of the radio station and its programmes Conversation about the responsibilities and the importance of various media for the youth Discussion about possible success strategies for radio stations Welcome address Presentation of the concept/of the planning to date Conversation about open points, i.e. finances, needs of specific countries and offers Planning of further steps
6	Arrival of an English speaking flatmate who is not very proficient in the target language Employment at a radio station Visit of foreign media representatives International event Planning meeting with partners from	 Comparing and contrasting clichés and reality Relaying important information about the local language school, etc. Introduction of the radio station and its programmes Conversation about the responsibilities and the importance of various media for the youth Discussion about possible success strategies for radio stations Welcome address Presentation of the concept/of the planning to date Conversation about open points, i.e. finances, needs of specific countries and offers
6	Arrival of an English speaking flatmate who is not very proficient in the target language Employment at a radio station Visit of foreign media representatives International event Planning meeting with partners from abroad	 Comparing and contrasting clichés and reality Relaying important information about the local language school, etc. Introduction of the radio station and its programmes Conversation about the responsibilities and the importance of various media for the youth Discussion about possible success strategies for radio stations Welcome address Presentation of the concept/of the planning to date Conversation about open points, i.e. finances, needs of specific countries and offers Planning of further steps

•		
9	Project with foreign schools Preparatory visit of the project	 Information about the state of affairs in the home country concerning the project topic
	partners	 Conversation about the partners' thematic focusses
		 Working out the common areas and the differ- ences
		 Planning of further steps for the project
10	Conclusion of an international project	 Statement about the progress of the project in the home country
		 Planning of the closing event (where, who, with whom)
		 Discussion about possible dissemination activities
11	Interview for a job placement in a pluri- lingual environment	 Personal introduction and information about education
		 Conversation about experience
		 Discussion about expectations
12	Employment for an international busi-	 Statement about the work of the interns
	ness Meeting with persons responsible for	 Discussion about possible (financial) rewards in the different countries
	interns	Conversation about future opportunities
13	Selection interview for an international flat sharing community (flat sharing	 Personal introduction and information about education
	casting) or joint search for possible living quarters	 Thoughts/ideas about requirements for joint liv- ing quarters
		 Discussion about the expectations of joint re- sponsibilities
14	Organisation of a closing event at the	Presentation of the results of the programme
	end of an Erasmus+ programme	 Discussion about the division of responsibilities, the planning, the venue, international buffet, possibility of (financial) sponsors
	to be continued	

5. The process and implementation of the exam "PLURILINGUALISM"

5.1. Exam participants

There are three people participating in the exam:

2 teachers (examiners) and one candidate

The candidate carries out the exam in both languages. Each of the teachers is the examiner for one of the two foreign languages. It is not necessary for the participating teachers to be proficient in or to be teaching the other foreign language.

5.2. Choice of topic

In the exam situation in Austria, the candidate picks two envelopes out of a collection of sealed envelopes, each containing a different topic. After reading the contents of both envelopes, he/



she chooses one of the topics and then receives the appropriate exam paper from the examiner.

At this point, the preparation time for the exam begins.

5.3. Preparation

The candidate should use the recommended preparation time of 30 minutes to

- familiarize himself/herself with the context of the exam;
- work out the most important information from the input/use the impulse to gather knowledge and ideas which are relevant to the task;
- plan the monologue (also with regard to sensible language switching, keeping in mind that he/she address both interlocutors); and
- consider reactions to possible situations.

In order to give all candidates the same chances for successful completion of the exam, it should be ensured that each candidate has the same amount of preparation time.

Before beginning preparation, the examiners should remind the candidate that notes can be written down, but the candidate will not be permitted to read long written passages during the actual exam.

5.4. Layout of the exam room

The candidate can more easily adapt to the given exam setting if the setup of the furniture and the seating/standing arrangements of the candidate and examiners correspond to the context of the exam paper. For example, during a presentation it is advantageous if the student is standing and the examiners are sitting. It would also be possible to conduct the entire exam while standing, for example, around a high table.



5.5. Instructions for the examiners

The examiners should be familiar with the exam paper, should adapt to the given context of each exam and should attempt to create a positive atmosphere.

In order to obtain fair, valid and significant results in the assessment, it is necessary to give each candidate clear instructions.

The following recommendations could help in guaranteeing a standardized exam situation:

The examiners should

- introduce each exam consistently in one of the foreign languages (state topic and title or number of the exam paper);
- make it possible for the candidate to lead the conversation according to the exam context and given task;
- speak clearly and adjust their speed to the level of the exam;
- remind the candidate, if necessary, that written notes may be used but must not simply be read off;
- clearly distinguish between the monologue and the dialogue during the exam;
- ensure that all points of the exam paper have been dealt with;
- pay attention to time management;
- keep eye contact with the candidate;
- make sure that the candidate has ample opportunity to produce language independently;
- ensure that the speaking time in each foreign language is, as far as possible, equally divided;
- react appropriately when there are comprehension difficulties;
- not correct language mistakes,
- avoid making any judgmental comments about the language performance of the candidate; and
- end the exam in a neutral manner.

Each candidate is unique and each course of conversation is an individual event. The fact that there are three interlocutors and two foreign languages involved causes additional challenges. Therefore it is necessary to adapt to each given exam setting accordingly. Both examiners not only have to follow the candidate's contributions closely, they also need to actively take part in the conversation themselves and to show respect for all interlocutors.

The examiners should avoid taking notes during the course of the exam unless these notes are important details of the conversation. In other words, the examiners should only be taking note of informational details that would also be written down in a natural setting (that is to say, a non-exam situation). These notes should only pertain to informational content of the conversation.

There must be ample time allotted for the assessment immediately following the exam.

5.6. Sustained Monologue Task

Following a general introduction of the exam paper given by one of the examiners, the candidate can, depending on the task assignment, either begin the exam with an interactive introductory phase (personal introduction, small talk) or begin immediately with the monologue, during which the candidate should not be interrupted. At the conclusion of the monologue the teachers have the opportunity to ask follow-up questions in order to clarify certain points, to gather missing information or to balance the speaking time in both foreign languages.

Should it be the case that the candidate has not touched upon all points in the task assignment but has clearly signalled that he/ she has reached the end of the monologue, one of the examiners should give an impulse to encourage the candidate to continue speaking. The examiners should also supportively intervene if the candidate is obviously having difficulty continuing the monologue without aid. This assistance must be taken into consideration in the final assessment of the candidate.

5.7. Interactive Dialogue Task

The examiners guide the candidate from the monologue to the dialogue in accordance with the task context. The actual process of the dialogue depends greatly on the task setting.

The examiners can contribute significantly to the success of the dialogue if they

- phrase their statements/questions in a manner applicable to the situation, thereby supporting the candidate in implementing the instructions;
- allow the candidate to lead the conversation;
- take the lead in conversation only if the candidate is obviously not able to do so himself/herself. This aid must be taken into consideration in the final assessment of the candidate;
- mention the sub points of the set task if the candidate does not touch on these ideas independently;
- initiate language switching when it appears natural or when the candidate is concentrating on only one of the two languages;
- interact with each other (although they do not speak the same language); and
- show respect .

The conversation in the dialogue can be started or brought to an end either by the candidate or by the examiners. The exam itself is brought to a close by the examiners.

In order to familiarize the students with the unique demands of the exam subject "plurilingualism" the following hints for candidates (5.8) should have been raised, discussed and clarified at the latest, at the beginning of their final year.

5.8. Information for the candidates

5.8.1. Preparation time

You should use the recommended exam preparation time in order to

- familiarize yourself with the context of the exam, analyse the situational framework of the two tasks involved in the exam, work out what exactly you have to do, study the identities of the participating persons and what their needs and interests might be;
- work out the most important information from the input/ use the impulse to gather knowledge and ideas which are relevant to the tasks you are expected to complete;
- plan the monologue (also with regard to sensible language switching, keeping in mind to address both interlocutors);
- prepare yourself for the situations in the dialogue and consider reactions to possible statements which might occur during the dialogue;
- take down notes where necessary; and
- acquaint yourself with the time restrictions of each task.

Dictionaries will be at your disposal during the preparation time, however, due to time pressure, it is recommended that you use them sparingly.

5.8.2. Instructions for the exam situation (both for the monologue and for the dialogue)

- React in accordance to the given context and, if possible, take the lead in the conversation after the examiners have officially introduced the exam.
- Be sure to demonstrate your competence in both languages.
- Speak loudly enough so that the entire exam board can hear and understand you.
- Attempt to switch from one foreign language to the other in a manner which is as natural as possible in order to address both interlocutors equally.
- At the end of the monologue be prepared to answer follow-up questions.
- Carry out your role as an intermediary; i.e. not only should you present your own ideas, but also make it possible for the two other interlocutors to exchange ideas among themselves.
- Make it possible for the two other interlocutors to interact with each other although they are not speaking the same language; i.e. pass along comments or observations.
- Remember that you may use the accompanying exam material and also your own hand written notes, but be aware that you must not read out any passages.
- Take into consideration that you also have the possibility to end the conversation in a manner appropriate to the exam setting when you are of the opinion that you have fulfilled all aspects of the given task.

6. Evaluation of performance in plurilingual exams

As the plurilingual exams consist of a sustained monologue and an interactive dialogue, the candidates will demonstrate two different types of speech - from planned to spontaneous – each demanding varying competences.

In order to evaluate these competences, each examiner uses one assessment grid for both the monologue and for the dialogue. The candidate's performances in both parts of the exam and in each foreign language are taken equally into consideration for the final assessment.

Paramount for the assessment is the successful communication in a plurilingual context. This demands not only competences in the individual languages but, in addition, a general repertoire of communicative competences across languages, including not only communicative skills but also an understanding of diversity and personal attitudes which enable the candidate to act, in a plurilingual context, as a successful interface between other users of language who are monolingual.

The following criteria must be taken into consideration for the final assessment:

- Task achievement
- Language switch and interaction
- * Range and accuracy of spoken language

The two examiners have one vote and therefore must agree on a joint final result (e.g. grade) following the exam.

6.1. Structure of the assessment grid and instructions for use

Evaluation is based on a special criteria-oriented assessment grid which has been developed in the spirit of the CEFR.

Only one assessment grid is used because

- there is no assessor in a plurilingual exam;
- the main criterion of the exam is whether the candidate can master a given situation in both languages and not whether the candidate has attained level B2 or level B1 in an individual language;
- experience shows that in plurilingual exams there can be an approximation of the levels when using two languages.

The grid describes the above mentioned evaluation criteria, all of which are independent of each other but of equal value. All of the criteria must be applied to the entire performance and the monologue and the dialogue are evaluated together to give one final grade. The columns for monologue and dialogue enable the examiner to check off impressions during the exam.

The grid consists of eleven levels (bands), whereby band six describes a performance which fulfils the minimum expectations for a particular criterion and therefore is considered to be a pass.

The grid mainly contains descriptors which are relevant to plurilingual communication. The descriptors describe the most important characteristics of each criterion.

The assessment is based on an overall impression. Each examiner compares his/her impressions of the performance with the description of the levels and chooses the level which best corresponds to his/her impression.

Once an exam has been completed, the examiners compare their evaluations in order to obtain a joint proposal for the exam result. Ultimately, a candidate is assessed according to which band best describes a candidate's overall performance, i.e. to which extent he/she meets the criteria in both languages, plus: to which extent the candidate actually fulfils his/her task as a mediator between languages and people.

An explanatory example:

A candidate performs exceptionally well in one language and is evaluated at band 10 by his/her examiner. The evaluation of the performance in the other language lies at band 6.

It is not sufficient to merely add those two scores and divide them by two. Equal value is given to each of the three criteria (see above) and the candidate's performance is evaluated according to the corresponding descriptors.

6.2. Explanation of the individual criteria

Task achievement

The optimal fulfilment of the task means that each given point must be raised but not each aspect need be dealt with in both languages in the same amount of detail. Likewise, it is neither necessary nor does it always make sense to transfer all content information into both languages. It is important that the interlocutors get the attention and the information that they personally desire. This is not only true for facts but also for details concerning emotions, attitudes and opinions. The candidate is expected to show that he/she has understood the context/the situation and can adjust and react accordingly.

Language switch and interaction

The candidate should demonstrate that he/she is attuned to the needs of the interlocutors and

- can switch both spontaneously and flexibly between the two languages;
- can take the initiative and also lead the conversation;
- can address both interlocutors equally (i.e. he/she does not use one language predominantly over the other in the sustained monologue; asks, in the interactive dialogue, whether the interlocutor whose language is not being spoken, has any questions);
- can make it possible for the two other interlocutors to interact with each other by passing along comments or information;
- can act in a sensible and meaningful manner and react spontaneously; and
- is aware of intercultural differences when necessary (i.e. varying manners of greeting).

Should the candidate spontaneously react to a question at first in the "wrong" language, but then correct himself/herself or if he/she uses words from the other language, this should not be counted against him/her as long as it only happens occasionally.

Range and accuracy of spoken language

The criteria "range" and "accuracy" have been grouped together in order to allot the proper amount of emphasis to the criteria of "task achievement" and "language switch and interaction".

When interpreting the descriptors attention needs to be paid to the fact that the candidate's repertoire in structure and vocabulary is going to be different in each language (compare level B2 and level B1).

The use of compensation strategies^a (i.e. nonverbal communication, attempt at transferring words from one language to the other) is of particular importance in a plurilingual context.

In band 4 and less, no comments have been made as to the type of mistake, since the mistakes are so grave and so numerous that they strongly influence successful communication or even, as in band 2, prevent it.

6.3. Assessment grid (COPY TEMPLATE)

Cano	Candidate:			Class/School:			
Exan	Exam paper & Topic:			Date:			
pneð	Task achievement (Relevance, detail, accuracy, clarity, identification with the context/situation)	9upolonoM Dialogue	anfoinia	Language switch and interaction (Flexibility, spontaneity, initiative, coherence and cohesion, accommodation to interlocutor, ability to mediate)	9upolonoM Dialogue	Range and accuracy (of spoken language) (Appropriateness of vocabulary and structure in relation to context, task and topic; flexibility; frequency and communicative significance of mistakes in vocabulary, structure, pronunciation and intonation))	ənpoisiu
10	 (1) all aspects of the tasks are addressed and are convincingly executed (2) both interlocutors receive all the desired information (3) conduct continuously corresponds to the context/situation 		(5) (3) (2) (1) (5) (2) (2)	 switches language on his/her own initiative when it appears logical and sensible in a given situation leads the course of conversation satisfactorily for both interlocutors interlocutors adiates successfully between the interlocutors ediates successfully between the interlocutors reacts flexibly to a change in language reacts appropriately and spontaneously 		 demonstrates a broad linguistic range in both languages for the given tasks paraphrases or circumlocutes to compensate for occasional lack of vocabulary mistakes are rare in both languages and they do not cause misunderstanding; they can often be corrected by the candidate himself/hreself to a certain extent, pronunciation and intonation are natural and smooth 	
6							
œ	 all aspects of the tasks are addressed and executed buth interlocutors receive nearly all of the desired information conduct, for the most part, corresponds to the context/situation 		(1) (2) (3) (5)	 (1) generally switches language on his/her own initiative when it appears logical and sensible in a given situation (2) generally leads the course of conversation satisfactorily for both interlocutors (3) generally mediates successfully between the interlocutors (4) generally reacts flexibly to a change in language (5) generally reacts appropriately and spontaneously 		 demonstrates a fairly broad linguistic range in both languages for the given tasks compensates verbally for his/her lack of vocabulary mistakes rarely interfere with communication and occasional misunderstandings can be clarified pronunciation and intonation are easily understood 	
~							
Q	 most aspects of the tasks are addressed and sufficiently executed both interlocutors receive most of the desired information OR noe interlocutor receives all of the desired information while the other interlocutor receives only a part of the desired information conduct generally corresponds to the context/situation 		(1) (2) (3) (5) (5)	 infrequently switches language on his/her own initiative mainly leads the course of conversation satisfactorily for both interlocutors mainly mediates successfully between the interlocutors mainly reacts flexibly to a change in language mainly reacts logically 		 demonstrates a sufficient linguistic range in both languages in order to cope with the given tasks compensates non-verbally and most of the time also verbally for his/ her lack of vocabulary misurdes sometimes interfere with communication; possible misunderstandings can usually be clarified pronunciation and intonation can be sufficiently understood 	
S							
4	 only some aspects of the tasks are addressed but not sufficiently executed both interlocutors receive only a part of the desired information OR one interlocutor hardly receives any of the desired information conduct rarely corresponds to the context/situation 		(1) (2) (3) (5)	 never switches language on his/her own initiative the course of conversation is mainly guided by the interlocutors shows little success in mediating between the interlocutors rarely reacts flexibly to a change in language does not always react appropriately 		 (1) linguistic range is too insufficient in one of the languages to be able to cope with the given tasks (2) has major difficulty compensating for lack of vocabulary (3) mistakes often interfere with communication 	
m							
7	 only some aspects of the tasks are partially addressed neither of the interlocutors receive much information at all conduct does not correspond to the context/situation 		(2) (2) (2) (2) (2) (2) (2) (2) (2) (2)	 - course of conversation is guided by the interlocutors connot mediate between the interlocutors does not react flexibly to a change in language rarely reacts appropriately 		 Iinguistic range is too insufficient in both of the languages to be able to cope with the given tasks cannot compensate for lack of vocabulary mistakes often prevent communication 	
-							
0	Tasks are not achieved	chiev	, ed		not	not enough language to assess	

7. Examples of exam papers

Two examples of plurilingual exam papers can be found on the following pages.

They could be used regardless of which second or additional foreign language is combined with English. The exam papers would always be in the language of instruction (in Austria, German).

The input/impulses which accompany the exam papers would usually also be in the language of instruction (in Austria, German) but actually could be in any one of the languages used in the exam, depending on the situation. (compare 4.1).



Photo credit: http://www.public.health.wa.gov.au/2/1575/2/nutrition.pm http://www.lycee-petrarque.fr/spip.php?article658

EXAMPLE 1

TOPIC: health and nutrition

EMPHASIS: (un)healthy lifestyle

SITUATION:

Your school is particularly involved in various activities encouraging a healthy lifestyle. Your class has organized a meeting with students and teachers from other countries who are also interested in implementing projects in this field.

Individual Long Turn (4-5 minutes)

During the meeting, you are responsible for presenting information on various health issues in Austrian schools. The basis of your presentation is the study carried out during the academic year of 20....

(input 1)*.

Begin your presentation by greeting your visitors.

- Introduce yourself and present your school.
- Inform your visitors about, in your opinion, the most important results of the study.
- Comment on the results from your point of view.

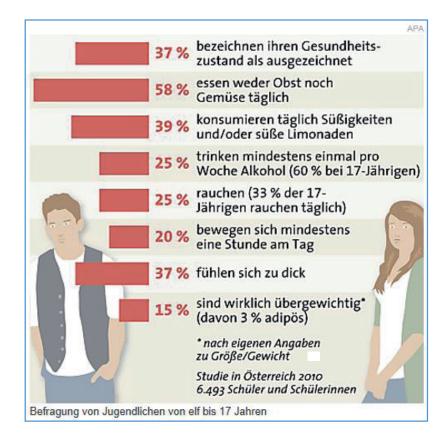
Dialogue (8-10 minutes)

Following the presentation you carry on a conversation with the visiting teachers in which you discuss the possibility of working together on interscholastic projects.

- Present examples of activities or projects promoting a healthy and active lifestyle which have been introduced at your school (input 2).**
- Inquire about similar activities at the schools of your foreign visitors.
- Discuss the possibilities of a joint project.
- Present your own ideas.
- Answer questions and react to the comments of the interlocutors.
- Facilitate the exchange of ideas between the two interlocutors.
- You do not have to discuss all points of the tasks in equal detail in each language and it is not always necessary to give the same information in both foreign languages.

^{*} Input 1 is a bar chart illustrating the results of a study carried out among young people in Austria aged 11 to 17 concerning a healthy lifestyle. Input 1 also includes a short text about the smoking habits and sport activities of youth in Austria. Both are in German in the original exam paper. ** Input 2, used in the dialogue includes 3 pictures showing young people in healthy lifestyle situations and two short texts giving examples of healthy lifestyle projects in an Austrian Secondary Higher Vocational school. These short texts are in German in the original exam paper.

BEILAGE 1



Österreich bei jungen Rauchern in Spitzenposition

Die Zahl der jungen Raucher ging zwar zurück, Österreich ist aber laut Wolfgang Dür vom Ludwig-Boltzmann-Institut für Gesundheitsförderung nach wie vor in einer "absoluten Spitzenposition": "Mit 13 ist der Raucheranteil noch minimal, mit 15 rauchen 20 Prozent, mit 17 Jahren etwa ein Drittel täglich."

Jugendliche mit weniger Bewegung als Kinder

Während sich Kinder mit elf Jahren an rund fünf Tagen in der Woche und damit ausreichend bewegen, sind es mit 17 bei den Burschen nur noch 3,5 Tage, bei den Mädchen 2,5 Tage, an denen sie körperlich eine Stunde aktiv sind.

Alle diese Lebensstilaspekte sind stark vom sozialen und schulischen Umfeld abhängig. "Die Wahrscheinlichkeit, dass Kinder nicht rauchen, ist doppelt so hoch, wenn sie eine gute Beziehung zu Vater oder Mutter haben", so Dür. Positive Schulerfahrungen haben hier sogar einen dreifach höheren Effekt.

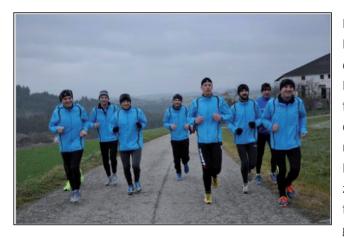
140 Wörter, http://wien.orf.at/news/stories/2522120 [10.06.2015]

BEILAGE 2 (exemplarisch, hier sollten Materialien der eigenen Schule verwendet werden)





Bewegung und Sport



Durch unseren Praxistag wollten wir die Menschen zum Sport animieren und organisierten eine Sportveranstaltung im Bezirk Rohrbach. Um nicht nur etwas Gutes für den Körper der Sportler zu tun, entschlossen wir uns auch etwas Wohltätiges mit einzubeziehen und kamen somit auf das Motto unseres Praxistages "Jeder Kilometer zählt- Laufen, Wandern, Walken, Radfahren für einen guten Zweck". Sportler aus dem ganzen Bezirk machten sich auf dem Weg zum

Gasthaus Lang in St. Ulrich und sammelten fleißig Kilometer. Alle zurückgelegten Kilometer wurden in Geld umgewandelt und kamen der Christkindlaktion der Rundschau Rohrbach zu Gute. 92 Wörter

Wir laden ein!

In unserem Schulrestaurant besteht von Montag bis Donnerstag die Möglichkeit, ein schmackhaftes, warmes und gesundes Mittagessen einzunehmen. Wir bereiten unsere Speisen frisch und nach den



Richtlinien einer gesunden, ausgewogenen Ernährung zu. Dafür verwenden wir neben regionalen Produkten auch Bioprodukte, und sind durch das Institut LACON zertifiziert.

Unsere Schule trägt das Gütesiegel "Gesunde Küche".

Die Menüs werden von den Schülerinnen der 2. Klassen der Fachschule und der Höheren Lehranstalt für wirtschaftliche Berufe zubereitet und von den Schülerinnen der 3. Klassen serviert.

83 Wörter

Bilder und Texte: http://www.bbs-rohrbach.at [10.06.2015]

Example 2

TOPIC: lifestyle, school, education and personal development EMPHASIS: study abroad, mobility

SITUATION:

You are the head student of your school. In the course of preparing an Erasmus project with England and Spain¹ representatives of the partner schools come for a visit.

Individual Long Turn (4-5 minutes)

It is now your job, at the start of the visit, to introduce your school and to present information about study abroad programmes. Begin your presentation by greeting the guests.

- Introduce yourself, describe your position and present your school.
- Inform the foreign visitors about the various activities abroad which your school organizes (internships abroad, language courses/weeks, etc.).
- Explain why the Austrian youth are interested in study abroad programmes (impulse 1).*

Dialogue (8-10 minutes)

A student exchange is planned as one aspect within the Erasmus project framework. Discuss the details with the representatives of the partner schools.

- Clarify the following aspects: accommodation, activities, and school visits during the stay.
- Discuss which challenges must be faced when dealing with foreign cultures during a study visit, i.e.
 - Differences in communication practices (for example greeting someone)
 - Conversational closeness and distance
 - Dress codes
 - Punctuality
 - Daily routines

Use the input 2** and cite some additional examples.

- Present your own ideas.
- Answer questions and react to the comments of the interlocutors.
- Facilitate the exchange of ideas between the two interlocutors.
- You do not have to discuss all points of the tasks in equal detail in each language and it is not always necessary to give the same information in both foreign languages.

¹⁾ exemplary choice of countries

^{*} Impulse 1 is a bar chart illustrating reasons for participating in study abroad programmes. It is in German in the original exam paper.

^{**} Input 2 used in the dialogue includes 3 pictures illustrating difference in communication practices and two short texts giving examples and explanations of cultural differences. These short texts are in German in the original exam paper.

BEILAGE 1



Quelle: eigene

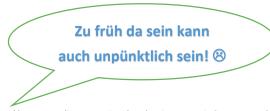
BEILAGE 2



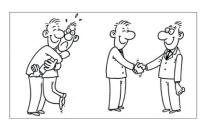
Die Kunst des höflichen Reisens: Gebrauchsanleitung für den Umgang unterwegs von Moritz Freiherr Knigge, Jörg Steinleitner

Distanz wahren: Keine Frage (und auch kein Klischee), die Engländer lieben das Schlangestehen. Das heißt aber nicht, dass sie es lieben, wenn ihnen jemand zu sehr auf die Pelle rückt und sie schon seinen Atem oder sein Husten im Nacken spüren. Aber auch zu viel Platz zwischen sich und dem Vordermann zu lassen und so Vordränglern Raum zu geben, ist keine gute Idee. Der britische *Guardian* hat für den richtigen Abstand eine simple Formel: einfach so viel Distanz wahren, wie man es auch beim Tanzen mit Großtante Hildegard auf einer Hochzeit tun würde. Marvellous, indeed.

Ausziehen der Schuhe: Was bei uns zu Lande zwar bei Besuchen höflich angeboten, vom Gastgeber aber oft mit »Nicht nötig!« dankend abgelehnt wird, gehört in anderen Ländern wie der Türkei oder Tschechien zum guten Ton: Straßenschuhe werden vor Betreten eines Privathaushalts (oder in muslimischen Kulturen: vor dem Betreten einer Moschee) immer abgestreift und gegebenenfalls durch bereitstehende Hausschuhe eingetauscht.



Quellen Bilder : <u>https://prezi.com/lug8i0jmpkxd/pre/</u> - Aline Spirjak [10.06.2015] Seansie, <u>http://www.wirtschaftsblatt-bg.com/index.php?m=16326 [10.06.2015]</u> <u>http://www.roma-antiqua.de/rom- reise-informationen/</u> [10.06.2015]







8. Glossary

Code-Mixing	In relevant literature a difference is sometimes made between code-mixing and code-switching, whereby some linguists use only the term code-switching.
	One speaks of code-mixing when the language is changed within a sentence or when code-switching takes place within a sentence.
	See: Munukka, P.: Funktionen und Typen des Code-Switchings im DaF-Unterricht. Pro Gradu –Arbeit. Deutsche Sprache und Kultur. Institut für moderne und klassische Sprachen. Universität Jyväskylä, Dezember 2006, S.14. https://jyx.jyu.fi/dspace/bitstream/handle/123456789/11491/URN_NBN_fi_jyu- 2006602.pdf?sequence=1
Code-Switching	Code switching can be explained as the changing of languages (or language varieties) among bilingual or plurilingual speakers depending on the demands of the communicative situation. (Bußmann 1990)
	According to Gumperz a distinction is generally made between situational code-switching and meta- phorical code switching.
	Situational code-switching happens when bilingual or plurilingual speakers alternate between lan- guage varieties depending on the context of the conversation, i.e. children being raised bilingually speak one language with their father and the second language with their mother, thus switching oc- curs within the interactions
	Metaphorical code-switching refers to language switching within a single interaction. The speaker uses code-switching to influence the communicative effect, exploiting associations between languages and social roles, i.e. a public speaker uses standard language to demonstrate his status and social position, but will also switch to the regional dialect in his speech in order to demonstrate solidarity and down to earthiness with his audience.
	See: Schepelmann, Alexandra. Kontextualisierungskonventionen im Internet. Relay Chat. Diplomarbeit, Universität Wien, 2003. https://www.univie.ac.at/linguistics/publications/diplomarbeit/schepelmann/Daten/code-switching.htm
Function	Throughout the exam, the candidate assumes a given role or function which has been determined by the exam paper. He/she is, for example, an exchange student, an intern, a co-worker in a department of a company.
	In a professional context, function refers to a position within the structure of an organisation carrying a defined area of work and responsibility. http://de.wikipedia.org/wiki/Funktion (Organisation)
<i>"Handlungs- kompetenz"</i> or Operational competence	"Handlungskompetenz" or operational competence refers to the ability to fulfil tasks and/or to solve problems within the context of a particular situation. Operational competence is often referred to as a primary competence. Personal/existential competence, professional competence, methodical competence and social competence are understood to be secondary competences. http://qualifikation.kenline.de/qualifikation/handlungskompetenz.htm
<i>"Handlungs- situationen"</i> Communicative situations requi- ring problem-	In a teaching context, communicative situations requiring problem-solving and targeted action are the most important level of methodical action. They are structured and restricted in time, consciously executed by teachers and students, make sense and are meaningfully interactive. These communicative situations are task oriented. They initiate the teaching process, keep it flowing and deliver concrete results.
solving and targeted action	See: http://lehrerfortbildung-bw.de/
targeted action	Communicative situations requiring problem-solving and targeted action have authentic character, involve various participants, imply an invitation to actively participate and also have a variety of outcomes. They demand situational case understanding and critically reflected (professional) action.
	See: http://faks-bayern.de/download/beitraege/ed_kompetenzorientierte_pruefung_anlage-kon- struktion.pdf
Impulse	An impulse demands a reaction (contradiction, acceptance, questions, search for alternatives) and of- fers thematic stimuli; an impulse can be individual/subjective and thus ignite the conversation (i.e. cartoons, quotations, interview); among other things, an impulse leads to an exchange of opinions with possible personal components.
Input	Input may be provided in form of texts, pictures or data which need to be processed (i.e. combined, connected, compared, structured, presented); Input defines the CONTENT of the exam conversation and it is objective in character.
Competence	The competence model for languages emanates from a comprehensive view of language use and lan- guage learning. Competence is understood to be a combination of knowledge, skills and attitude.
	See: Kompetenzmodelle der Bildungsstandards (Broschüre Bildungsstandards Englisch 13. Schulstufe BHS Stand Oktober 2011, bm:ukk; Broschüre Bildungsstandards Zweite lebende Fremdsprachen 13. Schulstufe BHS Stand September 2013, bm:ukk)

Operational verbs or function words	Operational verbs (also called function words) clarify which language activities need to be completed in the given task. These operational verbs can be divided into three different requirement categories (reproduction, re-organization and transfer, reflection and problem solving), each expressing differen levels of difficulty. They call up language patterns and simultaneously demand cognitive operations (activities).
	When dealing with foreign languages, the level of difficulty is determined on the one hand, by the cog nitive requirements and on the other hand, by the language elements which the candidate must use is order to fulfil the spoken language activities demanded by the operational verbs.
	See: http://mokant.at/gesellschaft/1304-lehrplan.html https://www.bifie.at/system/files/dl/srdp_de_operatoren_2013-07-16.pdf
Performative speech act	Based on John L. Austin (1955) and developed in the sixties, this term refers to the successful com pletion of a speech act. Competence enables a momentary utterance which is called a performative speech act or simply performance.
Performance	This means that a performative speech act is a part of competence. When assessing language achieve ment, it is the performative speech act and not the (language) competence which is being evaluated. See: http://www.iik.ch/wordpress/downloads/downloadDZ/Was_heisst_Sprkompetenz.pdf
	The term performance is often used as an umbrella term for language production in exam situations.
Polyglot Dialogue	Polyglot dialogue is an interactional regime that allows for the use of two or more different language in interpersonal interaction. Most often participants use one of their best-mastered languages produc tively and are capable of understanding the languages used by their interlocutors.
	Polyglot dialogue thus involves the use of two or more different languages in oral interpersonal ex change in production and the use of two or more different languages in reception as well. Both code switching and mediation can be parts of a polyglot dialogue.
	A polyglot dialogue represents an alternative to using a lingua franca (a common language distinc from the native languages of the conversation participants but used by all to make communication possible).
	See: Lenz, P. und Berthele, R.: Assessment in Plurilingual and Intercultural Education. Council of Europe Strasbourg 2010, p.21.
(Field of) Emphasis	A field of emphasis is a possible in-depth aspect of a domain. Schools can place the emphasis on certain sub-points or in-depth aspects of a domain which reflect the school profile.
Language competence	There are a number of different approaches to the translation of language competence: (Language) competence denotes a cognitive abstract system of language knowledge and language ability which defines a native speaker. Native speakers are capable of producing an indefinite num ber of utterances in their mother tongue. These utterances are more or less correct as far as form and structure are concerned. This ability is, however, simply a potential; it does not mean that a person car actually produce every possible sentence. http://www.iik.ch/wordpress/downloads/downloadDZ/Was_heisst_Sprkompetenz.pdf In analogy to the comprehensive view of language usage and language learning which forms the basis of the competence model for languages, language competence can be understood as the ability to perform successfully in a communicative situation. "Communicative language competences are those which empower a person to act using specifically linguistic means".
	CEFR, page 8; chapter 2.1
Mediation	Written and/or oral activities of mediation make communication possible between persons who are unable, for whatever reason, to communicate with each other directly.
	When mediating it is not the intent of the speaker to express his/her own personal opinion or view point, but rather to act as an intermediary between interlocutors who cannot understand each othe because they speak different languages. Intercultural aspects could play an important role. Mediation can also be necessary within a particular (single) language, i.e. summarizing and paraphrasing a scien tific (technical, specialized) text for lay persons.
	See: CEFR chapter 2.1.3, p.14, chapter 4.4.4. p.87 See: Lenz, P. und Berthele, R.: Assessment in Plurilingual and Intercultural Education. Council of Europe, Strasbourg 2010, p.17.
Domains	Domains are based on the valid school curriculum and on CEFR. They define the detailed topics abou which the students are able to converse at defined target levels.
	Gesetzliche Grundlagen unter: http://www.ris.bka.gv.at/Dokumente/BgblAuth/BGBLA_2012_II_177. BGBLA_2012_II_177.html
Verbal and nonverbal	Compensation (production) strategies are problem solving strategies used to compensate linguistic deficiencies. The language user applies what resources he/she has in a positive manner.
compensation strategies	Examples of verbal and non-verbal compensation strategies:
	a. Nonverbal compensation strategies For example, identifying what he/she means by pointing at it; by using an inadequate word and gesturing to clarify what he/she wants to say
	b. Verbal compensation strategies For example foreignizing a mother tongue word; using a simple word with a similar meaning to the concept he/she wants to convey and then inviting correction; conveying meaning by quali- fying a word with a similar meaning; paraphrasing or using circumlocution.
	See: CEFR 4.4.1.3 p 63/64

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