

Modern Languages Advanced Higher

Specialist Study Unit

Example 2

- Example of evidence which would not be accepted at the Verification event, as the evidence does not meet Outcome 1 of the Specialist Study Unit.
- Commentary to explain this judgement

Advanced Higher Modern Languages

Specialist Study Unit

Logbook

Name XXXXX XXXXX

Centre XXXXXXX Academy

Specialist Study Option

Literature / Media / Language in Work

Assessment Standard 1.1

Task 1: Identify an appropriate focus and create a research plan

Focus

Decide on an appropriate literature, media or language in work focus for your specialist study and state your aims/purposes.

The teacher/lecturer could add comments to support candidates (maybe differentiated in a different colour). This should not go beyond the level of advice stated in the UASP.

Focus:

My week's work experience as an office assistant in the Spanish consulate in Edinburgh.

Aims:

- To share my observations during my work experience
- To analyse how I used my Spanish
- To analyse what I have gained from the experience

Research plan

Sources to be used

At least two sources in the modern language; any additional sources may be in any language

The teacher/lecturer could add comments to support candidates (maybe differentiated in a different colour). This should not go beyond the level of advice stated in the UASP.

- The staff handbook from the Consulate (in Spanish)
 - Staff video about dealing with clients (in Spanish)
 - An audio-recorded interview in Spanish with the Consul General (in Spanish with my pre-written questions)
- My notes from my daily observations

<p><u>Research methods to be used</u></p> <p>Indicate how you will use your sources, eg analyse, compare, interview</p> <div data-bbox="217 461 663 707" style="border: 1px solid orange; padding: 5px; margin-top: 10px;"> <p>The teacher/lecturer could add comments to support candidates (maybe differentiated in a different colour). This should not go beyond the level of advice stated in the UASP.</p> </div>	<ul style="list-style-type: none"> - Re-read/listen to the sources above - Make a list of what information will be useful for my focus statement. - Analyse how Spanish is used - Analyse the effectiveness of the training
<p><u>Proposed timescales</u></p> <p>These need not be detailed but should help you manage the research process</p> <div data-bbox="217 927 663 1173" style="border: 1px solid orange; padding: 5px; margin-top: 10px;"> <p>The teacher/lecturer could add comments to support candidates (maybe differentiated in a different colour). This should not go beyond the level of advice stated in the UASP.</p> </div>	<p>Face-to-face meetings with my lecturer on a monthly basis to discuss progress.</p> <p>Completion of my research and analysis by January 20xx.</p>
<p>Assessment Standard 1.2</p> <p>Task 2: Select and analyse evidence</p>	
<p><u>Select evidence</u></p> <p>Select evidence from your chosen sources (summarise or make reference to particular ideas, information, sections, extracts, quotes etc).</p> <div data-bbox="240 1592 635 1877" style="border: 1px solid orange; padding: 5px; margin-top: 10px;"> <p>The teacher/lecturer could add comments to support candidates (maybe differentiated in a different colour). This should not go beyond the level of advice stated in the UASP.</p> </div>	<p>From the staff handbook:</p> <ul style="list-style-type: none"> - Pages 15-20 - "Dealing with difficult clients". This was the most difficult part of my job when welcoming clients. - Pages 51-68 - "Answering the phone". I had to do this on a couple of occasions and I wish I had been more prepared for it. <p>From the staff training video:</p> <ul style="list-style-type: none"> - Section on "how to present ourselves". Fascinating to see how this can affect the experience with clients - Section on "how to react to unexpected requests". Very useful to be able to cope with <p>Video-recorded interview with the Consul General:</p> <ul style="list-style-type: none"> - Section about how he became Consul - Section about what he enjoys about his role

<p><u>Analyse evidence</u></p> <p>Analyse your evidence as appropriate to the focus of your study.</p> <p>You don't have to produce a finished essay or report, or come to a full set of conclusions about your study. A set of developed points analysing the evidence you selected is enough.</p> <div data-bbox="248 1016 587 1352" style="border: 1px solid orange; padding: 5px; margin-top: 20px;"> <p>The teacher/lecturer could add comments to support candidates (maybe differentiated in a different colour). This should not go beyond the level of advice stated in the UASP.</p> </div>	<ul style="list-style-type: none"> - Section about the challenges of his role - The number of clients' requests is huge and is increasing year on year. This reflects an increase in Spanish nationals moving to the UK. Links to the economic situation in Spain? - Not all requests come from Spanish Nationals. The Consulate advises British nationals on how to live and work in Spain. Links to increase in ex-pats in Spain? - Spanish is used throughout the day as staff and most clients are Spanish nationals. However some clients do not speak Spanish and therefore it is essential to have at least Spanish and English to work in this environment. Some were nationals from other countries with little Spanish or English and knowledge of other languages would have helped. Someone with only English could not cope here. - Staff are trained to deal with a variety of situations as some cases are desperate and clients can become agitated or not upset. The training is very useful and comprehensive. This is why there are very few incidents in spite of the number of cases dealt with. - The Consul does not deal with individuals' cases but liaise with the UK and the Scottish governments to improve links between the countries. This is why he is not often in the actual Consulate and travels a lot. This is a shame as he did not seem to know what counter staff had to deal with. - I gained a lot from the experience as I feel much more positive about using my Spanish in a work environment, not just at home. The insight into the Consulate life was very interesting.
<p>For assessor use</p>	
<p>Assessment Standard</p>	<p>Comments</p>
<p>1.1 Pass / Fail / Re-assess</p>	
<p>1.2: Pass / Fail / Re-assess</p>	

Commentary on Example 2

The evidence presented in Example 2 does **not** meet Assessment Standard 1.1 of the Outcome of the Specialist Study Unit. The candidate's focus statement is too descriptive and is therefore unlikely to elicit a focused analysis. A focus on analysing the use of Spanish/foreign language in the workplace may have been more pertinent. The candidate uses a variety of sources in the target language including the Consulate's training handbook as one of the main sources, but also video interviews. This is acceptable since these are in Spanish. It is however ambiguous whether reading the handbook will be useful for a focused analysis. The candidate explains how the research will be undertaken with detailed timescales.

The evidence presented in Example 2 does **not** meet Assessment Standard 1.2 of the Outcome of the Specialist Study Unit. The candidate shows a selection of evidence from the chosen sources but these are not focused and are unlikely to support the analysis. The candidate presents his/her developed ideas to be used for further development of his/her analysis using the selected sources. However, these are a list of observations and descriptions without any cohesive focus for the analysis.

The candidate evidence has **not** met either Assessment Standards and has therefore not met the Outcome (1) of the Specialist Study Unit.

FOR EXEMPLIFICATION