ENGLISH FOR INFORMATION TECHNOLOGY

SPEAKING TEST (updated November 2023)

There are two parts in the speaking test. In part 1, each candidate will be asked 5-7 questions about their own experiences of information technology. In part 2, two candidates will ask and answer questions related to information technology situations.

PART 1:

Possible questions

(Answers can vary. Every candiate may have a different answer to a question. Examiner evaluates their language, explanations, pronunciation, knowledge and efforts.)

No.	Questions
1	How do you use IT?
2	What devices do you use?
3	What software do you use?
4	What job would you like to do in the future? (then ask one of these questions) *What does a database administrator do?* *What does a helpdesk supervisor do?* *What does a project manager do?* *What does a software developer do?* *What does a support technician do?* *What does a system analyst?*
5	Can you tell me a name of a technology company? What activities do they carry out?
6	What is the IT organization would you like to work for? Why?
7	Can you tell me the **difference** between peripherals and internal hardware?
8	What can you do to a window?
9	What do you use computers for?
10	Which website do you visit most often?
11	Which browsers do you use? Which is your favourite? Why?
12	What kind(s) of device(s) do you use to access the internet?
13	What computing devices do you use in your daily life, (e.g. ATMs)? (Do you think they are on a network? Is it wired or wireless? Are these devices secure? What security features do they have (e.g. a PIN)?
14	What features do you use on a mobile device? (e.g. GPS, maps, camera) What do you use them for?
15	How often do you use email?
16	When do you **choose email** instead of instant messaging, face-to-face or telephone communication?
17	What do people use spread-sheets for?
18	Do you use spread-sheets? What for?
19	What do you find easy about using them (spread-sheets)? What do you find difficult about using them?
20	What database programs do you know?
21	What do people use databases for? Give examples.
22	Can you describe …….? (Examiner may choose one of these) - NAS device? - a touchpad? - a stylus? - a graphics tablet and stylus?

	- a touch screen?
	- a projector?
	- a headset?
	- a multifunctional printer?
23	How do you **communicate electronically** with friends and family?
24	Which types of communication do you think are better for communicating information? Which types of communication do you think are better for being friendly?
25	Which **method of communicating** do you prefer: face-to-face, by video or by telephone?
26	What do you think are the **advantages of video conferencing** over face-to-face meetings?
27	Do you buy things on the internet? Why (not)?
28	What are the **advantages and disadvantages of internet shopping**?
29	When a company buys new technology, how important do you think it is to train users?
30	What do you think are the **advantages of e-learning** over face-to-face learning?
31	What was the last problem you had with an electronic device? What other problems could happen?
32	When you have problems with a device, what do you do? How can you find help?
33	Have you ever called an IT help desk centre? What happened? How was the experience?
34	Can you talk about steps to solve an IT problem?
35	In what area of IT would you most like to work in the future? Why?
36	What technical skills do you have? Where have you used them?
37	What personal skills do you have? In what situations have you used them?
38*	Can you give a definition of …….? (What is/are …….?) - smart phone - DRM - threaded view - NFC - tagging - bricks and clicks store - announcement - bricks and motar store - syncing - SSL - instant messaging - URL - cocial networking - cookies - archiving - e-wallet - B2B - dedicated video system - B2C - data compression - B2G - remote control - MCU - encryption
39*	(in a spreadsheet) What is …..? - cell - column - formula - row - value - worksheet
40*	(in a database) What is ….? - form - table - report
41*	(in a computer network) What is …..? - a ring system - browser - wi-fi - a star system - search bar - printer - a mesh - WAN - a bus - LAN - CPU - wired network

42*	What's the **difference** between a LAN and a WAN?
43*	What's the **difference** between open source software and proprietary software? *(Questions 43 = 44 + 45)*
44*	Which do you prefer, open source software or proprietary software? Why?
45*	(So,) Why do you think many people like _____ better than _____? (open source software // proprietary software)

Part 2: Pair work

Candidates must not show their cards to each other. They read their instructions within 30 seconds and any of them can start the conversation.

CONTEXT 1:

STUDENT A
*You are **a new employee** in a company. Ask your partner about rules in the IT workplace.* • What time/ start work? • Eat/desk? • Keep/desk/clean? • What devices/ connect? • Where/ read/ rules?

STUDENT B
*You are **of the company staff**. Your partner is a new employee. Explain these IT workplace rules to him/her.* • Start work: 8 a.m. √ • ~~Eat at desk.~~ • Keep desk clean. √ • ~~Connect own devices.~~ • www.basic-comp.com.vn to read more rules. √

CONTEXT 2:

STUDENT B
Imagine you are <u>a technician</u> working in a mobile device company. Your partner is a salesperson who is looking for a new mobile phone with many functions which are useful for his/her job. Support him/her by asking questions. **Clues:** - Help? - What/use/for? - Functions/need? - Cost, \$? - Nokia? Samsung? iPhone? - Payment: accept e-wallet, credit card, cash

STUDENT A
Imagine you are <u>a salesperson</u> who is looking for a new mobile phone with many functions which are useful for your job. Your partner is a technician working in a mobile device company. Tell him/her what you are looking for by answering his/her questions. **Clues:** - Say hello; - Smart phone: easy to use, for a salesperson; - Functions: GPS, Calendar, Internet browser, Notes, Camera, Video, Voice recording, sales apps. - Brand: any kind, best quality - Payment amount: around \$600 (~VND 15 million) - Pay by credit card?

CONTEXT 3:

STUDENT A
You are working in a company. Your partner is working in a different company. Ask questions about his/her company. • What/ company/ do? • Who/ customers? • Produce hardware? • Future plans? • Address?

STUDENT B
You are working for a software development company. Answer your partner's questions about your company. Here's the information: • Develop apps • Customers: individuals, companies, governments • Develop software only • Future plan: develop online games for multi-players next year • Address: 59 King Street; near the city center.

CONTEXT 4:

STUDENT A
Look at the specifications of your computer below. Answer your partner's questions. • Processor: Intel(R) Core(TM) i5-6600 CPU @ 3.30GHz   3.30 GHz • Memory: RAM 8.00 GB • Hard drive size: 77.4 GB • Screen resolution: 1920 x 1080 • Device name: DESKTOP-AODNRM1

STUDENT B
You're going to ask your partner about his/her computer. Make questions: • Processor speed? • Memory? • Hard drive size? • Screen resolution? • Device name?