

## CUESTIONARIO PARA VALORAR CONOCIMIENTOS

### **1. DATOS GENERALES**

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<b>PROGRAMA DE FORMACIÓN:</b>	Análisis y desarrollo de software
<b>PROYECTO ASOCIADO:</b>	
<b>ACTIVIDAD DE PROYECTO:</b>	
<b>ACTIVIDAD DE APRENDIZAJE:</b>	
<b>COMPETENCIA:</b>	INTERACTUAR EN LENGUA INGLESA DE FORMA ORAL Y ESCRITA DENTRO DE CONTEXTOS SOCIALES Y LABORALES SEGÚN LOS CRITERIOS ESTABLECIDOS POR EL MARCO COMÚN EUROPEO DE REFERENCIA PARA LAS LENGUAS. 240202501
<b>RESULTADO DE APRENDIZAJE:</b>	PRESENTAR UN PROCESO PARA LA REALIZACIÓN DE UNA ACTIVIDAD EN SU QUEHACER LABORAL DE ACUERDO CON LOS PROCEDIMIENTOS ESTABLECIDOS

#### **Descripción de la evidencia**

El aprendiz debe desarrollar un taller en el cual desarrollará actividades de forma escrita y oral en un nivel básico de inglés dentro de contextos sociales y laborales

#### **Criterios de evaluación:**

- Interpreta textos básicos en inglés en los diferentes tiempos verbales.
- Completa información importante en los textos, con el vocabulario, conjugaciones y gramática en inglés.
- Proporciona explicaciones, argumentos y explicaciones lógicas sobre aspectos técnicos de su profesión en un debate.
- Puede responder cuestionarios de selección múltiple, escritos en inglés.
- Puede inferir el significado de una palabra u oración dentro de un texto en inglés, así este no esté explícito.

#### **Duración de las actividades:**

**72 Horas Acompañamiento Directo**

**24 Horas Acompañamiento Indirecto**

## **2. INSTRUCCIONES PARA EL DILIGENCIAMIENTO**

**Estimado Aprendiz:** le sugiero tener presente la información contenida en este Instrumento de Evaluación, el cual ha sido realizado para **recoger, verificar y valorar** sus conocimientos de la actividad de Aprendizaje:

Lea cuidadosamente cada una de las preguntas y responda de manera clara, concisa, precisa y preséntelas a su Facilitador (a).

Usted debe:

- Analizar tranquilamente cada pregunta
- Solicitar explicación sobre aquellas palabras o expresiones que le generen dudas.
- Valoración: Esta prueba se considera aprobada si contesta acertadamente todas las preguntas planteadas

## **3. MODAL VERBS**

### **MODAL VERBS**

**INTRODUCTION** This guide is designed for students in the 'Technologist in Analysis and Software Development' program. It focuses on practicing verb tenses and key modal verbs through interactive exercises in listening, speaking, reading, and writing.

### **TABLE OF CONTENTS**

1. Understanding Modal Verbs
2. Modal Verbs in Different Tenses
3. Practical Exercises
  - Listening
  - Speaking
  - Reading
  - Writing
4. Useful Links for Practice
5. Conclusion

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### **1. Understanding Modal Verbs**

Modal verbs are auxiliary verbs that express ability, possibility, necessity, or permission. Common modal verbs include:

- Can, Could (ability)
  - Must, Have to (necessity)
  - Should, Ought to (advice)
  - May, Might (possibility)
  - Will, Shall (future)
- 

## 2. Modal Verbs in Different Tenses

### Present & Future Usage

- **Can** – I can code in Python.
- **Must** – You must follow the software requirements.
- **Will** – The system will update automatically.

### Past Usage

- **Could** – He could debug the program yesterday.
  - **Had to** – I had to fix a bug in the morning.
  - **Might have** – She might have missed the deadline.
- 

## 1. Practical Exercises

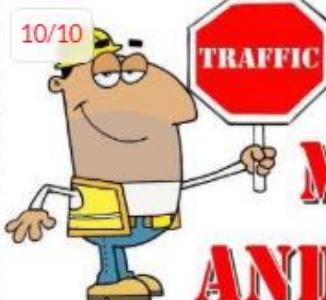
### Listening Part

<https://www.youtube.com/watch?v=Nkcgrupd9q0>

### Activities

<https://www.liveworksheets.com/w/en/english-second-language-esl/47329>

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## MODAL VERBS AND TRAFFIC SIGNS

Complete with  
**MUST - MUSTN'T - CAN**



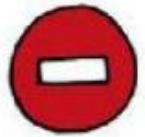
You **mustn't**  
turn left.



You **must**  
stop.



You **can**  
park here.



You **mustn't**  
enter.



You **must**  
give way.



Cyclists **can**  
enter.



Pedestrians  
**mustn't**  
enter.



You **must**  
drive slowly.



You **must**  
turn right.



You **mustn't**  
turn back.



Cyclists  
**mustn't**  
enter.



You **must**  
go ahead.



You **mustn't**  
park here.



Trucks  
**mustn't**  
Enter.

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## Modal verbs



### Obligation/prohibition Ability and permission

- 1-That woman **may** be Spanish but I am not sure. She sounds Spanish though.
- 2-What **should** I do? Do you think I should go to the party with Michael?
- 3-You **mustn't** park here. You will get a parking fine if you do.
- 4-You **needn't** have called Sally. I have already called her.
- 5-I **couldn't** speak English when I was young but now I **can**.
- 6-You **have to** wear a helmet if you ride a motorbike.
- 7-Mandy **may** go to Rome next year but she is not sure.
- 8-Take an umbrella. It **may** snow if the temperature goes down.
- 9-You **needn't** walk. I can give you a lift if you want.
- 10-You **should** seen that film. It's one of the best films I've ever seen.
- 11-I hope I **will be able to** pass all my exams and go to university next year.
- 12-They **must** be out. All lights are off. We **will have to** come back tomorrow.
- 13-You **mustn't** use your mobile phone at the cinema. Turn it off!
- 14-Mary **should have** told me Peter has already got a girlfriend.
- 15-She **can't have** heard the phone ringing. She had her headphones on.
- 16-Tom told me he **could** swim when he was four. His parents taught him.
- 17-You **needn't** shout at me. I am not deaf!
- 18-He **had to** go to the military service last year.
- 19-My car is filthy. I **must** wash it before the wedding.
- 20- Charles, do you think you **will be able to** pass your driving test soon?
- 21-The meeting has finished. You **can** leave now if you are not feeling well.
- 22-Your eyes look red. You **must have** been crying. What's wrong?
- 23-In my opinion you **should** visit your aunt. You haven't seen her for a long time.
- 24-Serena, **may** I use your mobile, please? I left mine in the office.
- 25-I **would have** come with you if I had known George was there.
- 26-I **had to** wear a uniform when I was a flight attendant.
- 27-Shelley **may** come for the weekend if she can book a flight.
- 28-Sorry Amanda, You **can't** use my computer. You broke it last time you did.
- 29-You **mustn't** speak Spanish here but English, otherwise you'll never learn.
- 30-Pat **shouldn't** be so stubborn and go to the doctor's when she's not well.
- 31-You **can't have** seen that film. They are still shooting it.
- 32-She's wearing a fur coat. It looks expensive. She **must** have a lot of money.
- 33-You **mustn't** step on the grass. You are not allowed to.
- 34-We went to the theatre last night. You **should** have seen that play. It was great.
- 35-We **must have** hurry to catch the train. We've got plenty of time.
- 36-You **needn't** be exhausted. You have been working all day non-stop.



<https://www.liveworksheets.com/w/en/english-second-language-esl/>

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MUST

CAN

## MODAL VERBS MULTIPLE CHOICE

HAVE TO  
MUSTN'T

MAY

Fill in the gaps with the correct option:



1. You **mustn't** smoke here.  
 a. shouldn't  
 b. must  
 c. mustn't

2. They **have to** borrow books at the library.  
 a. have to  
 b. can  
 c. mustn't

3. She **must** wear a uniform.  
 a. must  
 b. doesn't have to  
 c. mustn't

4. We **don't have** to go to school at weekends.  
 a. mustn't  
 b. don't have to  
 c. can't



5. You **must** have a card to borrow books at the library.  
 a. must  
 b. can  
 c. may

6. My little brother **can't** walk.  
 a. mustn't  
 b. can't  
 c. doesn't have to

7. It **may** be Tina. She promised to phone me.  
 a. can't  
 b. may  
 c. must

8. You **shouldn't** eat so much fast food. It's bad for your health.  
 a. mustn't  
 b. shouldn't  
 c. may



9. **May** I use the phone, please?  
 a. May  
 b. Must  
 c. Mustn't

10. You **must** drive on your right in most countries.  
 a. should  
 b. can't  
 c. must

11. You **mustn't** overcome other cars.  
 a. don't have to  
 b. mustn't  
 c. shouldn't

12. You **should** exercise to keep fit.  
 a. must  
 b. have to  
 c. should



13. Alice **can** skate very well now.  
 a. don't have to  
 b. can  
 c. must

14. You **can't** park here. It's forbidden.  
 a. shouldn't  
 b. don't have to  
 c. can't

15. My daughter is so intelligent! She **can** read when she's only 3 years old.  
 a. can  
 b. can't  
 c. may

16. Help! I **can't** swim.  
 a. can  
 b. mustn't  
 c. can't



17. You **mustn't** make fires in the forest.  
 a. mustn't  
 b. shouldn't  
 c. should

18. He **must** wear a helmet at work.  
 a. can  
 b. must  
 c. may

19. You **can't** use your mobile phone.  
 a. can  
 b. can't  
 c. shouldn't

20. Parrots **can** speak.  
 a. can  
 b. can't  
 c. mustn't

## Reading

### Best Practices in Software Development

Software development is an important process. Developers **must** follow good practices to create high-quality software. They **should** write clean and simple code so that other developers **can** understand it easily.

When working in a team, developers **have to** use version control systems like Git. These tools **can** help them track changes and collaborate with others. Teams **should not** skip code reviews because they help find errors.

Security is also important. Developers **must not** share sensitive information in their code. They **should** always test their software before launching it. A good developer **may also** learn new programming languages to improve their skills.

Finally, developers **don't have to** work alone. They can join online communities to ask questions and share knowledge.

Why must developers follow good practices?

Because in development different sensitive data are handled so you have to be careful with them.

What should developers do to make code easy to understand?

Developers are required to be commenting on the code as well as on every update or code change

Why can version control systems be useful?

Control is important because it allows you to track your work and see which control versions have errors.

What should not be skipped in a team?

The participation of the members should not be ignored because each one can contribute a different point of view

Why must not developers share sensitive information?

It should not be shared because every piece of information is confidential and sharing confidential information may attract legal charges

What may a good developer do to improve skills?

Take courses and be practicing most of the time to learn in practice, so you improve as a back-end developer

Do developers have to work alone?

It is not necessary to work alone because developers can rely on projects to be more efficient when it comes to website development

<https://www.youtube.com/watch?v=rpPB03hFOTA>

### 5.Best practices according tho the video

- Do the work that nobody else wants to do
- Finish somethings
- Go Deep
- Teach someone
- Know that you wont always be great

#### Activity 2: "Bug Fixing Challenge"

 **Objective:** Use **modal verbs** to describe software issues and possible solutions.

 **Skills Practiced:** Problem-Solving, Speaking

 **Instructions:**

1. Give each student a "bug report" (a software issue) related to the best practices in the video.
2. They must analyze the problem and suggest solutions using modal verbs.

#### **Example Bug Reports & Fixes:**

- ◆ *The app crashes when too many users log in.* →
  - ◆ *The latest update has security vulnerabilities.* →.
  - ◆ *A new feature was deployed without documentation.* →
- ◆ **Variation:** Make it a **team activity**, where one student explains the bug, and the other suggests a fix using modal verbs.

Think about some others bug reports that could be presented in your future workplace

Karen milena Holguin (Ceo(Devsenior))

Steveen Rojas (Dev junior1)

Yahir palacios (Dev junior2)

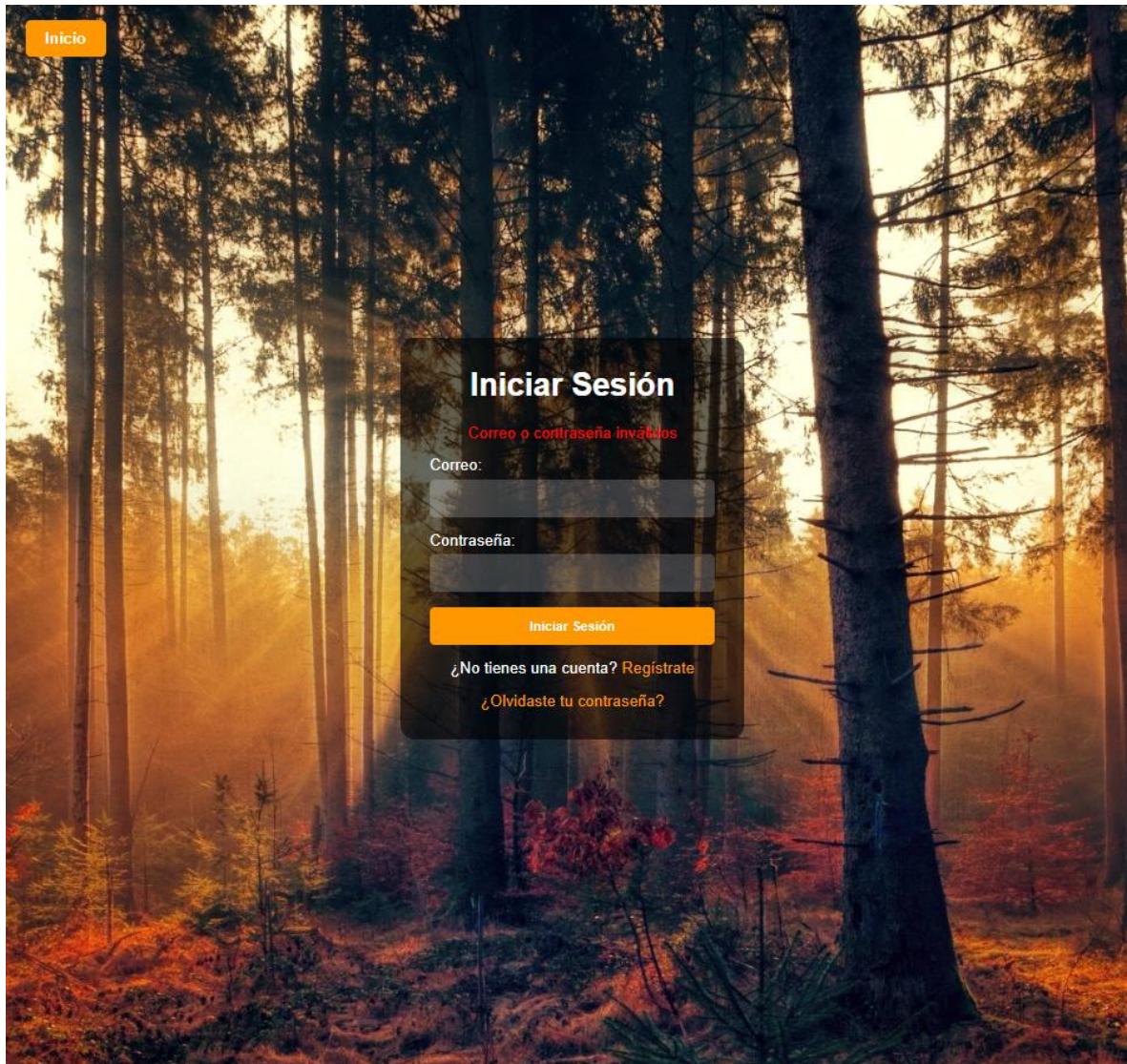
Liliana cortes(IT)

**(Senior Developer) Guys, you need to reprogram the login today because it won't let any company users log in.**

**(devjunior2) We would review the code to see if it's reading the data from the backend correctly.**

**(Junior Developer 1) We could check the URLs and traffic on the platform.**

**(IT) If it is not resolved, we could reprogram the login.**



**Maderas Isabella**

**Menú**

- Inicio
- Mensajes
- Configuración
- Perfil
- Cerrar Sesión
- Galería de Publicidad
- Listado de Cuentas
- Documentos de contratacion

**Imágenes Publicadas**

No hay imágenes publicadas.

💻 Activity 4: "Write Your Own Best Practice" 🤝

📌 Objective: Use modal verbs and verb tenses in a writing task about software development.

📌 Skills Practiced: Writing, Creativity

📝 Instructions: Students create a new software development best practice that is not in the video.

They write a short explanation using at least 3 modal verbs and 2 different verb tenses.

Example structure:

## **Exercises practice**

### **2. Tech support**

<https://www.liveworksheets.com/w/en/english-second-language-esl/369942>

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## TECHNOLOGY

What do you know about the internet?



Read and listen to these four conversations. What problems do they have? Drag and drop the problems and suggestions.



1 Sean My computer won't turn on. Do you know what the problem is?  
Mark I wonder if there's something wrong with your power cord.  
Sue Mine did that, and I called tech support. But I can't remember what they said.



2 Pam There's something wrong with my tablet. It keeps freezing up. I have no idea why it's doing that.  
Sally Do you know if the battery's charged?  
Peter I wonder if you have a virus. Try running your antivirus software.



3 Olivia I don't know what the problem is, but I can't print anything.  
Tom The last time that happened to me, I got the answer on a website. But I have no idea which site I used.



4 Cara I can't get on the Internet. Do you know what I should do?  
Anita I wonder if you accidentally turned off the wireless connection. Let me see.

Listen to a conversation about the internet. Select the correct option to answer the questions.



1. Do you know when the **public** first used the World Wide Web (www.)?

a. 1960's

b. 1991

c. 1996

2. Can you find out what the first webcam film?

a. A conversation

b. The University of Cambridge

c. a Coffee pot

3. Do you know what the most popular online activities are?

a. Online banking, shopping and searching for jobs.

b. Checking social media, uploading videos and pictures, streaming.

c. Watching movies, listening to music, and using social media.

4. Can you guess how many new blogs people add to the internet each day?

a. 50.000

b. 4,4 million

c. 175.000

5. Do you know what the first email spam advertised?

a. A computer

b. medications

c. jeans

6. Do you know what the three most common languages on the internet are?

a. English, French, and Spanish

b. English, Chinese, and Spanish

c. Spanish, English, and German

Choose the correct option to complete the indirect question.

1. Do you know...

a. If there are any useful new apps for students?

b. If are there any useful apps for students?



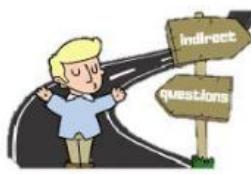
2. I wonder...

a. What are the most popular sites for streaming movies.

b. What the most popular sites for streaming movies are.

Choose the correct option to complete the indirect question.

1. Do you know...  
a. If there are any useful new apps for students?  
b. If are there any useful apps for students?
2. I wonder...  
a. What are the most popular sites for streaming movies.  
b. What the most popular sites for streaming movies are.
3. Can you remember...  
a. Which song you last downloaded?  
b. Which song did you last download?
4. Do you know...  
a. Where I can get some cool accessories for a tablet?  
b. Where can I get some cool accessories for a tablet?
5. Do you know...  
a. What's the most popular smartphone?  
b. What the most popular smartphone is?
6. Do you have any idea...  
a. How you design your own website?  
b. How do you design your own website?
7. I wonder...  
a. if the price of tablets will come down  
b. if will the price of tablets come down
8. Do you have any idea...  
a. What new technology is coming out  
b. What is new technology coming out



<https://www.liveworksheets.com/w/en/call-center/7244153>

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Students Name: yahir stiven chiguasque palacios

## ENGLISH FOR CALL CENTERS

## WORKSHEET BASED ON UNIT 5

Topic: Tech Support 2

INBOUND CALLS- TECH SUPPORT.

Mark the following statements as true or false

AUDIO:



- 1 The technician had the customer perform a diagnostic test over the phone.
- 2 The computer was not damaged by the user.
- 3 The technician recommends repairing the computer.

True	False
True	False
True	False

Read the sentences and choose the correct words or phrases.

## Vocabulary

## ③ Read the sentences and choose the correct words or phrases.

- 1 Hardware problems can cause a computer to **malfunction** **analyze**.
- 2 A warranty may allow a computer to be replaced if it is **diagnostic** **broken**.
- 3 Representatives perform **defective** **diagnostic** tests on computers with problems.
- 4 A **defective** **basic** computer needs to be repaired or replaced.
- 5 Representatives are assigned a(n) **tier** **error message** according to their abilities and place in the company.

Read the sentence pairs. Choose which word or phrase best fits each blank

## 1 basic / advanced

- A) Users can usually do **base** repairs at home.  
B) **advanced** repairs should only be done by computer technicians.

## 2 user error / error message

- A) A representative may ask a customer to read a(n) **message** over the phone.  
B) Sometimes a problem caused by **user error** voids a warranty.

Read the sentence pairs. Choose which word or phrase best fits each blank.

**1 basic / advanced**

- A) Users can usually do **base** repairs at home.  
B) **advanced** repairs should only be done by computer technicians.

**2 user error / error message**

- A) A representative may ask a customer to read a(n) **message** over the phone.  
B) Sometimes a problem caused by **user error** voids a warranty.

**3 reproduce / replace**

- A) If you can **reproduce** a problem, you can show it to a computer technician.  
B) If a computer is broken beyond repair, some companies will **replace** it.

**4 analyze / troubleshoot**

- A) The way to find the source of a problem is to **analyze** it carefully.  
B) One way to solve common problems is to **analyze** them.

**Listening**

6 Listen to a conversation between a warranty representative and a tech support representative. Choose the correct answers.



1 What is the purpose of the conversation?

- A to clarify warranty information
- B to explain why a customer needs a replacement computer
- C to discuss the best ways to fix a computer
- D to determine why the warranty does not cover a technical problem

2 What will the woman likely do next?

- A run a diagnostic test
- B reproduce the problem
- C bring the customer on the line
- D perform basic troubleshooting

7 Listen again and complete the conversation.



**Warranty Representative:** Hello. How can I help you today?

**Tech Support Representative:** Hi. I've got a customer on the other line who 1) [needs] [a] [replacement] computer.

**Warranty Representative:** Okay. Are you positive that the computer 2) [is] [defective]?

**Tech Support Representative:** Yes. I did some 3) [troubleshooting] with her over the phone.

**Warranty Representative:** Did you have the customer do any 4) [diagnostic] [test's]?

**Tech Support Representative:** Yes, I had her do a couple of them.



**Warranty Representative:** Hello. How can I help you today?

**Tech Support Representative:** Hi. I've got a customer on the other line who 1) needs a replacement computer.

**Warranty Representative:** Okay. Are you positive that the computer 2) is defective?

**Tech Support Representative:** Yes. I did some 3) troubleshooting with her over the phone.

**Warranty Representative:** Did you have the customer do any 4) diagnostic test's?

**Tech Support Representative:** Yes, I had her do a couple of them.

**Warranty Representative:** Can you be a little 5) more specific?

**Tech Support Representative:** Sure. We ran a test on 6) the hard drive.

Then we did another test on the computer's operating system.

**Warranty Representative:** And what were the results?

**Tech Support Representative:** The operating system is fine, but the hard drive is corrupted.

**Warranty Representative:** Are you sure that this wasn't caused by a user error?

**Tech Support Representative:** I'm pretty sure. The woman said she just got the computer a few days ago.

**Warranty Representative:** Okay. Bring the customer on the line and we'll process a replacement.

## 5. Conclusion

Understanding modal verbs is essential for clear communication in software development. This guide provides practice in all language skills to help you master their use effectively.

Happy learning!

### EVALUACIÓN:

#### Quizziz Modal verbs vocabulary

Resumen

En vivo

¡Mantén viva la racha ganadora!

yahir stiven palacios

2735 coins [Ir a la tienda](#)

Precisión 100%

Ranking 12 / 51

Puntuación 34120

Haz clic aquí para actualizar el ranking

Estadísticas

Correcto	parcialmente	Incorrecto
36	0	0

Tiempo/preg.	Racha
25 s	26

Revisar preguntas

Haz clic en las preguntas para ver las respuestas [Fichas de estudio](#)

1. Must significa:

¡DAME MÁS MONEDAS!

Inténtalo de nuevo ahora

100%

12 / 51

34120

36 0 0

25 s 26

1. Must significa:

100%

10 / 48

13720

15 0 0

85 s 11

Resumen

En vivo

¡Mantén viva la racha ganadora!

yahir stiven palacios

3685 coins [Ir a la tienda](#)

Precisión 100%

Ranking 10 / 48

Puntuación 13720

Haz clic aquí para actualizar el ranking

Estadísticas

Correcto	parcialmente	Incorrecto
15	0	0

Tiempo/preg.	Racha
85 s	11

¡DAME MÁS MONEDAS!

Inténtalo de nuevo ahora

100%

10 / 48

13720

15 0 0

85 s 11

<b>Ciudad y Fecha:</b>	<b>Firmas:</b>
	<b>Instructor:</b>

	<b>Aprendiz:</b>
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