

English for IT B1+ GSE 59–75

Certification Exam

(Exam GSE 43–58) – EXAM SYLLABUS

GSE 43–58 Exam

Status: Live & Active



This syllabus is an expanded version of the exam objectives and includes examples of the kind of Knowledge, Skills, and Abilities (KSA) required of a candidate in order to successfully complete each objective.

Last updated: July 17, 2023

Aligned with Exam GSE 43–58

Use of English

- 1.1. Interpret and implement instructions, guidelines and training materials.
 - 1.1.1. Interpret the rules and expected behaviors within a specific work environment.
 - 1.1.2. Identify descriptions of familiar job roles and responsibilities.
 - 1.1.3. Understand how to do something, and follow detailed instructions.
- 1.2. Construct appropriate requests for information and feedback.
 - 1.2.1. Make requests for updates on actions taken to solve problems, or ask for feedback about a problem.
 - 1.2.2. Ask questions to better understand the specific details of a problem.
- 1.3. Update colleagues and clients on work-related topics such as company goals and objectives.
 - 1.3.1. Respond to a request for a status update from different stakeholders on a project, work activity or customer service issue.
 - 1.3.2. Select appropriate language to lead or begin a discussion, introducing and developing ideas or updates.
 - 1.3.3. Apply specialized terms and complex technical information such as operating instructions, specifications for familiar products and procedures.
- 2.1. Identify concerns about an issue, a product or service, or a business situation.
 - 2.1.1. Follow a plan of action that details a problem, how it will be fixed, and by when.
 - 2.1.2. Identify specific concerns about a work-related issue or business situation, or a product or piece of equipment, and demand what action should be taken in an appropriate way.
- 2.2. Examine key information from a conversation.

- 2.2.1. Follow in detail work-related phone messages, listen to a customer detailing a problem with a product or service, and decide the steps necessary to overcome the problem.
- 2.2.2. Discern the main ideas of complex technical issues in the work environment.
- 2.3. Participate in discussions and conversations, exchanging information when necessary.
 - 2.3.1. Collate factual information in routine formal discussions conducted in clear standard speech.
 - 2.3.2. Express varying degrees of certainty about a recommended course of action.
- 3.1. Analyze opinions and recommendations and identify responses made during a collaborative process.
 - 3.1.1. Respond to comments made during the development of a collaborative project.
 - 3.1.2. Identify different opinions and recommended courses of action.
 - 3.1.3. Justify a viewpoint on an issue by identifying pros and cons of various options.
- 3.2. Evaluate information from various sources.
 - 3.2.1. Identify specific information in a linguistically complex factual text.
 - 3.2.2. Evaluate the advantages and disadvantages of different options or approaches to an issue.
 - 3.2.3. Synthesize, summarize and evaluate familiar information and arguments.
- 3.3. Identify a problem and its cause, and identify solutions.
 - 3.3.1. Identify a work-related problem and its causes, the actions taken, and the results of those actions.

- 3.3.2. Summarize how a product or service meets a specific need.
- 3.3.3. Identify how a change will help the company, its employees, or its customers.

Listening

- 2.1. Identify concerns about an issue, a product or service, or a business situation.
 - 2.1.1. Follow a plan of action that details a problem, how it will be fixed, and by when.
 - 2.1.2. Identify specific concerns about a work-related issue or business situation, or a product or piece of equipment, and demand what action should be taken in an appropriate way.
- 2.2. Examine key information from a conversation.
 - 2.2.1. Follow in detail work-related phone messages, listen to a customer detailing a problem with a product or service, and decide the steps necessary to overcome the problem.
 - 2.2.2. Discern the main ideas of complex technical issues in the work environment.
- 2.3. Participate in discussions and conversations, exchanging information when necessary.
 - 2.3.1. Collate factual information in routine formal discussions conducted in clear standard speech.
 - 2.3.2. Express varying degrees of certainty about a recommended course of action.

Key skills

- 1. Interpret meaning at the utterance
- 2. Interpret meaning at discourse level
- 3. Construct or infer meaning from concrete and abstract material

4. Construct discourse from concrete and abstract material
5. Locate specific information both within sentences and across sentences

Examples of vocabulary used

“make an effort”, “lack of cooperation”, “worry about”, “follow best practices”, “the potential risks”, “provide data integrity”, “it might be easily broken”, “you should make sure”, “it defines a function”, “the main concern”, “they need to upgrade”, “security breach”, “actively pay attention”

Reading

- 3.1. Analyze opinions and recommendations and identify responses made during a collaborative process.
 - 3.1.1. Respond to comments made during the development of a collaborative project.
 - 3.1.2. Identify different opinions and recommended courses of action.
 - 3.1.3. Justify a viewpoint on an issue by identifying pros and cons of various options.
- 3.2. Evaluate information from various sources.
 - 3.2.1. Identify specific information in a linguistically complex factual text.
 - 3.2.2. Evaluate the advantages and disadvantages of different options or approaches to an issue.
 - 3.2.3. Synthesize, summarize and evaluate familiar information and arguments.
- 3.3. Identify a problem and its cause, and identify solutions.
 - 3.3.1. Identify a work-related problem and its causes, the actions taken, and the results of those actions.
 - 3.3.2. Summarize how a product or service meets a specific need.
 - 3.3.3. Identify how a change will help the company, its employees, or its customers.

Key skills

1. Search for specific information in sentences
2. Find specific information in paragraphs
3. Rapidly scan text for specific information
4. Comprehend the main ideas of a text
5. Construct information from multiple parts of a text

Examples of vocabulary used

“fraudulent calls”, “minimal viable product”, “providing valuable feedback”,
“depending on the requirements”, “I would appreciate it”, “problem-solving skills”,
“industry standards”, “demand immediate action”, “I do believe it is essential”,
“let’s work together”

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