Name:	
Jahrgang:	

Standardisierte kompetenzorientierte
schriftliche Reife- und Diplomprüfung

BHS

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Englisch

(B2)

Lesen

BMBWF
BUNDESMINISTERIUM
FÜR BILDUNG, WISSENSCHAFT
UND FORSCHUNG

Hinweise zum Beantworten der Fragen

Sehr geehrte Kandidatin, sehr geehrter Kandidat!

Dieses Aufgabenheft enthält vier Aufgaben. Die Zeit zur Bearbeitung dieser vier Aufgaben beträgt 60 Minuten.

Verwenden Sie für Ihre Arbeit einen schwarzen oder blauen Stift.

Bevor Sie mit den Aufgaben beginnen, trennen Sie das Antwortblatt heraus.

Schreiben Sie Ihre Antworten ausschließlich auf das dafür vorgesehene Antwortblatt. Beachten Sie dazu die Anweisungen der jeweiligen Aufgabenstellung. Sie können im Aufgabenheft Notizen machen. Diese werden bei der Beurteilung nicht berücksichtigt.

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Kreuzen Sie bei Aufgaben, die Kästchen vorgeben, jeweils nur ein Kästchen an. Haben Sie versehentlich ein falsches Kästchen angekreuzt, malen Sie dieses vollständig aus und kreuzen Sie das richtige Kästchen an.



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Schreiben Sie Ihre Antworten bei Aufgaben, die das Eintragen von einzelnen Buchstaben verlangen, leserlich und in Blockbuchstaben. Falls Sie eine Antwort korrigieren möchten, malen Sie das Kästchen aus und schreiben Sie den richtigen Buchstaben rechts neben das Kästchen.



Falls Sie bei den Aufgaben, die Sie mit einem bzw. bis zu maximal vier Wörtern beantworten können, eine Antwort korrigieren möchten, streichen Sie bitte die falsche Antwort durch und schreiben Sie die richtige daneben oder darunter. Alles, was nicht durchgestrichen ist, zählt zur Antwort.

~~falsche Antwort~~ richtige Antwort

Beachten Sie, dass bei der Testmethode *Richtig/Falsch/Begründung* beide Teile (*Richtig/Falsch* und *Die ersten vier Wörter*) korrekt sein müssen, um mit einem Punkt bewertet werden zu können.

Jede richtige Antwort wird mit einem Punkt bewertet. Bei jeder Aufgabe finden Sie eine Angabe zu den maximal erreichbaren Punkten.

Viel Erfolg!

NAME:

ACHTUNG: Für wissenschaftliche Auswertung bitte hier abschneiden.

ANTWORTBLATT

Flight problems

Von der Lehrperson auszufüllen

					richtig	falsch
0	A ☐	B ☐	C ☒	D ☐		
1	A ☐	B ☐	C ☐	D ☐	☐	☐
2	A ☐	B ☐	C ☐	D ☐	☐	☐
3	A ☐	B ☐	C ☐	D ☐	☐	☐
4	A ☐	B ☐	C ☐	D ☐	☐	☐
5	A ☐	B ☐	C ☐	D ☐	☐	☐
6	A ☐	B ☐	C ☐	D ☐	☐	☐
7	A ☐	B ☐	C ☐	D ☐	☐	☐

1

___ / 7 P.

Privacy in the digital age

0 D	1 ☐	2 ☐	3 ☐
4 ☐	5 ☐	6 ☐	7 ☐
8 ☐	9 ☐		

Von der Lehrperson auszufüllen

	richtig	falsch	richtig	falsch	richtig	falsch	richtig	falsch
			1	☐ ☐	2	☐ ☐	3	☐ ☐
4	☐	☐	5	☐ ☐	6	☐ ☐	7	☐ ☐
8	☐	☐	9	☐ ☐				

2

___ / 9 P.

ACHTUNG: Für wissenschaftliche Auswertung bitte hier abschneiden.

ANTWORTBLATT

3

Silent gesture

0	1	2	3
E			
4	5	6	7
8			

Von der Lehrperson auszufüllen

richtig	falsch	richtig	falsch	richtig	falsch	richtig	falsch
		1		2		3	
4		5		6		7	
8							

___ / 8 P.

4

Unlimited vacation policy

	T	F	First four words
0	☐	☒	*The two weeks of*
1	☐	☐	
2	☐	☐	
3	☐	☐	
4	☐	☐	
5	☐	☐	
6	☐	☐	
7	☐	☐	
8	☐	☐	

Von der Lehrperson auszufüllen

richtig	falsch
☐	☐
☐	☐
☐	☐
☐	☐
☐	☐
☐	☐
☐	☐
☐	☐

___ / 8 P.

___ von 32 P.

Bitte umblättern

1 — 7 P.

Read the letter of complaint and the reply to it, then choose the correct answer (A, B, C or D) for each question (1–7). Put a cross (☒) in the correct box on the answer sheet. The first one (0) has been done for you.

Flight problems

Dear Sir or Madam,

I am writing with reference to a SkySkip flight I recently took (booking reference SKSK30349761), which caused me a great deal of inconvenience and incurred expenses for which I expect a refund.

I booked the Vienna-Glasgow flight using your online booking system SkySkipdirect. I did notice that the connection time at Paris was tight with only fifty minutes to change planes, but I naturally presumed that since this connection was offered, it must be a viable option.

Having already been delayed at take-off, the plane landed twenty-five minutes late at Orly. Despite my best endeavours to get to the gate in time for the Glasgow flight, I was denied boarding, although the flight had not yet left.

At Passenger Enquiries I was rebooked on the first flight to Glasgow the next morning, the only other flight that day being full. Great was my surprise to be informed that I would have to pay for overnight accommodation myself as SkySkip only provided accommodation free of charge if a flight had been more than forty minutes late. When I reminded the young lady at the desk (Nadine Jomier) how short the connection time had been, she replied rather curtly that I should have known better than to select such a flight!

This is not the standard of customer service I expect of a reputable airline like SkySkip. Surely an airline is in a better position than a passenger to judge the feasibility of a connection time; surely a passenger must be able to have confidence in the flight times suggested by an online booking system.

As a result of my delayed arrival, the organisers of the conference I was supposed to have given the opening presentation at were obliged to reschedule the entire day's programme, which was a source of great embarrassment to me.

I feel that at the very least SkySkip should compensate me for the extra expenses incurred. I would therefore ask you to refund the cost of the hotel accommodation, €109, and the taxi fares between the airport and the hotel, €28.50, a total of €137.50 altogether. I enclose evidence of payment.

I have always been satisfied with SkySkip's service in the past, but if I fail to receive the compensation owing to me on this occasion, I shall have no alternative but to take my custom elsewhere.

I look forward to hearing from you at your earliest convenience.

Yours faithfully,
Andrew Thompson

Dear Mr Thompson,

I am writing in response to your complaint regarding your flight, booking reference SKSK30349761. SkySkip very much regrets the inconvenience you experienced. As a gesture of goodwill to a valued customer, we will happily refund the cost of the hotel accommodation and taxi fares.

However, may I point out that customers booking online are in fact themselves responsible for selecting an appropriate flight connection. Further, our policy of only providing complimentary accommodation when flights have been delayed by more than forty minutes is in line with that of other airlines.

Ms Jomier at Passenger Enquiries, Paris Orly, was therefore acting entirely within her rights. I am sorry if her manner seemed curt. She is a relatively inexperienced member of staff and, as you will have noticed, English is not her strongest language. We have drawn Ms Jomier's attention to the need for polite customer service at all times. We hope you appreciated Ms Jomier's efforts to find you a hotel room according to your specifications.

As soon as we receive your bank details, we will transfer the sum of €126.50 to your account: €28,50 for the taxi fares and €98 for the hotel accommodation. I am sure you will understand that we cannot refund the cost of the drinks that were included in your hotel bill.

Once again, please accept our apologies. SkySkip looks forward to welcoming you on board again in the near future.

Yours sincerely,
Donald Davison (Customer Services)

Quelle: BMB

0 Mr Thompson was aware that

A booking via the internet was safe.
B delays in Paris occur frequently.
C he might be short of time in Paris.
D he was likely to miss his connecting flight.

1 On landing in Paris, Mr Thompson

A really tried to get on the plane to Glasgow.
B was delayed by people at the gate.
C realised he had already missed his connecting flight.
D regretted booking a flight via Paris.

2 Mr Thompson learned that customers' expenses were

A taken from their account by the airline.
B covered under certain conditions.
C refunded at a later date.
D only paid in the case of flight cancellation.

3 Due to Mr Thompson's late arrival,

A somebody else delivered his speech for him.
B the opening of the conference was delayed.
C his speech was moved to the next day.
D the conference timetable was adjusted.

4 Mr Thompson

A plans to turn other customers against SkySkip.
B is thinking about bringing the case to court.
C is waiting for an appropriate apology.
D threatens to avoid flying SkySkip in future.

5 Mr Davison

A agrees to largely meet Mr Thompson's demands.
B regrets that schedules are not always customer friendly.
C explains that he has to stick to the company's guidelines.
D reinforces SkySkip's advantages over other airlines.

6 According to Mr Davison, Ms Jomier

A has been dismissed recently.
B was advised to improve her English.
C was just obeying the company's rules.
D was only a temporary employee.

7 Mr Davison says the company

A took care to find Mr Thompson luxury accommodation.
B has advised Ms Jomier to reconsider her attitude.
C will refund Mr Thompson's expenses in full.
D can guarantee a safe money transaction.

2 9 P.

Read the text about EU and British laws concerning digital privacy. Some parts are missing. Choose the correct part from the list (A–L) for each gap (1–9). There are two extra parts that you should not use. Write your answers in the boxes provided on the answer sheet. The first one (0) has been done for you.



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Privacy in the digital age

In this short article, Shami Chakrabarti, the Director of Liberty [The National Council for Civil Liberties], explores the right to privacy in the UK and asks whether our digital rights are protected.

What does privacy mean to us?

In one way or another we are all concerned with our privacy. From dressing rooms and garden fences to computer passwords and pin numbers, (0) ___. In fact, it is such an important part of the human experience that (1) ___. But despite their duty to protect our rights, our privacy is being gradually eroded by the Government.

The 'human experience' can change, of course – (2) ___. Perhaps the most radical change in recent times has been the emergence of the 'digital age', as we increasingly live our lives online. Such dramatic shifts can occasionally mean that (3) ___. Often shortened to the 'right to privacy', Article 8 of the Convention provides that "everyone has the right to respect for his private and family life, his home and his correspondence." It would be nonsensical for 'respect for one's correspondence' not to be extended from letters and phone calls to encompass our emails and Skype chats, too.

How is our right to privacy being threatened?

There was briefly some good news in April 2014, when the European Court of Justice struck down the EU Data Retention Directive – which, in the UK, allowed the Home Secretary to force service providers (such as BT, Sky and Virgin) to retain communications data for 12 months. However, in response to this ruling the Government forced through 'emergency' legislation (the Data Retention and Investigatory Powers Act) with no chance for public debate or scrutiny. DRIPA not only ignored the Court's judgment by re-legislating for blanket retention of communications data, (4) ___.

By sweeping up everyone's data, rather than just those who are suspected of criminal activity, (5) ___. You might think that this is okay because you don't do anything untoward online – nothing to hide, nothing to fear. Think of it this way: if you are suspected of a crime, (6) ___. When searching your home, those officers can only look for items specifically listed in the warrant.

But with DRIPA you don't have to be suspected of a crime for your online personal data to be gathered. There tends to be a lot more information about us online than (7) ___ – and a lot of revealing information is potentially up for grabs. They don't need a warrant and (8) ___. That is a frightening thought.

Is there a solution?

Liberty believes a more proportionate and effective solution would be a legal framework where (9) ___ and targeted at actual suspects rather than the population en masse. The choice between targeted surveillance on the basis of individual suspicion of criminality and blanket surveillance of the world population to serve broad – including political – ends should be a no-brainer. Of course, there is no such thing as absolute privacy or, for that matter, absolute security, but basic principles of legality, proportionality and judicial and parliamentary accountability should – and must – govern the use of intrusive surveillance. Privacy matters – and trust me, you won't know what you've had till it's gone.

A	surveillance is authorised by a judge
B	the security services are turning us all into suspects
C	data theft is made more difficult by these new laws
D	we all have aspects of our lives we seek to protect from others
E	life nowadays bears very little resemblance to the 1950s
F	police officers will need a warrant to search your home
G	official permission, search warrants, are easy to get
H	it has been declared a fundamental human right
I	it also granted the Government astonishing new surveillance powers
J	you will not be made aware of it
K	we have to expand the definition of certain rights
L	we keep in our homes

Quelle: Chakrabarti, Shami: Privacy in the digital age. http://www.bl.uk/my-digital-rights/articles/the-right-to-privacy-online [21.11.2017] (adaptiert).

3 8 P.

Read the text about an incident at the Olympic Games in 1968. Some parts are missing. Choose the correct part from the list (A–K) for each gap (1–8). There are two extra parts that you should not use. Write your answers in the boxes provided on the answer sheet. The first one (0) has been done for you.

Silent gesture

It was the most memorable medal ceremony of all time. The photographs of two black American sprinters (0) ___ at the Mexico City Games in 1968 not only represent one of the most memorable moments in Olympic history but a milestone in America's civil rights movement.

The two men were Tommie Smith and John Carlos. Teammates at San Jose State University, Smith and Carlos were stirred by the suggestion of a young sociologist friend Harry Edwards, who (1) ___ and boycott the games. The protest, Edwards hoped, would bring attention to the fact that America's civil rights movement (2) ___ black Americans were facing.

Edwards' group, the Olympic Project for Human Rights (OPHR), (3) ___ but the all-out boycott never materialized. Still impassioned by Edwards' words, Smith and Carlos secretly planned a non-violent protest in the manner of Martin Luther King, Jr. In the 200m race, Smith won the gold medal and Carlos the bronze. As the American flag rose and *The Star-Spangled Banner* played, the two closed their eyes, bowed their heads, and began their protest.

Smith later told the media that he raised his right, black-glove-covered fist in the air to represent black power in America, while Carlos' left, black-covered fist represented unity in black America. Together they (4) ___. The black scarf around Smith's neck stood for black pride and their black socks (and no shoes) represented black poverty in racist America.

While the protest seems relatively tame by today's standards, the actions of Smith and Carlos (5) ___ that they were suspended from their national team and banned from the Olympic Village, the athletes' home during the games.

A lot of people thought that political statements (6) ___. Those that opposed the protest cried out that the actions were militant and disgraced Americans.

Supporters, on the other hand, (7) ___ and praised them for their bravery. The protest had lingering effects for both men, the most serious of which were death threats against them and their families.

Smith and Carlos, who both now coach high school track teams, (8) ___ of their protest.

An interesting side note to the protest was that the 200m silver medalist in 1968, Peter Norman of Australia (who is white), participated in the protest that evening by wearing an OPHR badge.

Quelle: Gettings, John: Civil Disobedience. Black medallists raise fists for Civil Rights Movement. http://www.u.arizona.edu/~salvador/Spring/Spring%20Documents/Civil%20Rights/1968%20olympics%20Black%20Power.pdf [21.11.2017] (adaptiert).

A	formed an arch of unity and power
B	were important and had such an impact on the situation
C	were honored in 1998 to commemorate the 30th anniversary
D	had not gone far enough to eliminate the injustices
E	standing on the medal podium with heads bowed and fists raised
F	were met with such outrage
G	failed in a number of aims
H	had no place in the supposedly apolitical Olympic Games
I	gained support from several world-class athletes and civil rights leaders
J	were moved by the duo's actions
K	asked them and all the other black American athletes to join together

4 — 8 P.

Read the text about taking time off work. First decide whether the statements (1–8) are true (T) or false (F) and put a cross (☒) in the correct box on the answer sheet. Then identify the sentence in the text which supports your decision. Write the first 4 words of this sentence in the space provided. There may be more than one correct answer; write down only one. The first one (0) has been done for you.



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Unlimited vacation policy

It's mid-August. Congress is in recess. The president is on Martha's Vineyard. And judging by the pictures on Facebook, seemingly everyone is at the beach.

Except you. The two weeks of vacation you're granted by the sticklers in H.R. have already been used – or reserved – for the kids' spring break, a long weekend earlier this summer, the holidays, and doctor's appointments or cable-guy emergencies. Right about now, those unlimited vacation policies sprouting up at more and more companies are starting to sound pretty good.

But are they? While some companies have offered such policies for years, a growing number of firms – particularly young tech outfits – have joined the club and are now offering unlimited vacation policies. Or put another way, no vacation policy at all. At companies such as Netflix, Hubspot and Evernote, employees can take what they want, when they want it – as long as they get their work done, get the time approved and get things covered while they're away. In a sense, they're treated like adults, trusted to take whatever time off they need if they're able. That all may sound like a paradise, but my guess is it won't work just anywhere. Yes, there's the chance that employees could abuse the policy and take too much. But just as worrisome, if not more, is that when there's no clear guidance on how much time off is okay, people could actually end up taking less. Combine a sputtering economy that has people concerned about their jobs and any workaholic managers, and you could be left with a workforce uncertain enough about what's acceptable that they leave even more time on the table than their peers who have traditional vacation policies.

Some companies that have adopted unlimited vacation time say they're aware of this possibility and tried to account for it. Investment research firm Morningstar hasn't tracked vacation days since the company was founded nearly three decades ago but says individual managers do make a note of it and encourage their team members to take at least three weeks off.

At marketing software firm Hubspot, COO J.D. Sherman refers to the vacation policy as "two weeks to infinity" in order to clearly communicate that employees are expected to take at least two weeks off, though "the policy is designed to be leveraged," company spokesperson Katie Burke told me in an e-mail. She says Sherman uses message boards to urge employees to let him know personally if they have an issue with their manager or feel their job is too busy to get away.

Meanwhile, software maker Evernote, which also doesn't limit employee vacation days, actually gives a $1,000 stipend to anyone who takes an entire week off in order to encourage vacation taking. If you don't take a solid week off, you lose the bonus. Spokesperson Ronda Scott said in an e-mail that "I suppose if you had an anti-vacation manager, even the stipend might not be enough to get you away from your desk," but it hasn't been an issue. "Not trying to paint Evernote as some sort of Shangri-La, but it's a part of the culture that time can be taken as needed and as appropriate and I don't think we've had that problem."

Treating employees like adults and trusting them to get their work done without burdensome rules is a good idea. But vacation nirvana also comes with an asterisk. To get past any wariness about what's acceptable and what's not, many people will still need some kind of guideline about minimums or an incentive that shows how much the company supports vacation. Most of all, they need to see examples set by the people who lead them. If senior managers take off for three or four weeks each year and don't seem to stress over it too much, the people who work for them won't either.

0	The author says that the reader is looking forward to a long vacation.
1	Until very recently, all businesses had a set number of days off for employees.
2	Certain businesses allow time off whenever duties are carried out.
3	The author thinks unlimited vacation will be successful in every business.
4	One financial business still officially counts the exact number of their employees’ days off.
5	One IT company encourages workers to take a minimum of a month off.
6	One company rewards workers financially who take several 2- or 3-day vacations.
7	It is advisable to believe in the right attitude of the workers.
8	Bosses should be good role models as regards going on vacation.

Quelle: McGregor, Jena: The catch of having an unlimited vacation policy. https://www.washingtonpost.com/blogs/on-leadership/wp/2013/08/13/the-catch-of-having-an-unlimited-vacation-policy [21.11.2017] (adaptiert).