



Junta de Andalucía  
Consejería de Educación y Deporte

## Pruebas Específicas de Certificación 2021/2022

Mediación

NIVEL C2 | INGLÉS

Apellidos: .....

Nombre: .....

Alumno/a OFICIAL del grupo: .....

Indica el nombre de tu profesor/a-tutor/a: .....

Alumno/a LIBRE.

### INSTRUCCIONES

- Duración máxima: 50 minutos.
- Esta prueba consta de dos tareas. En cada una deberás leer un texto, comprender la situación que se explica y reformular las ideas del mismo adaptadas a dicha situación y, sobre todo, a la persona que necesita de tu intervención.
- En cada tarea obtendrás 40 puntos como máximo por cada corrector, en función a la rúbrica de calificación.
- Recuerda que debes utilizar estrategias de mediación adecuadas, así como estructuras gramaticales, léxicas y funcionales propias del nivel para expresarte con tus propias palabras. Evita reproducir literalmente partes del texto dado.
- Solo se admitirán respuestas escritas con bolígrafo azul o negro.
- Por favor, no escribas en los espacios sombreados destinados a la calificación de las tareas.

PUNTUACIÓN

/ 160

NOTA FINAL

/ 10

CALIFICACIÓN

Superado

No Superado



## TASK 1

Your neighbour Rosa bought a high-tech item online about three weeks ago, but it has malfunctioned and she doesn't want to keep it. Rosa asks you to help her because she is confused about the return policy that was emailed to her at the time of purchase. You decide to send Rosa a text message with some pointers. Extract the most relevant information from the document below.

*Note: Mediation exercises require you to write a short text that gets to the point. Try not to reproduce exact sentences from the input text. Don't go over the word limit.*

## S Return & Exchange Policy

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<b>RETURNS</b>	Unopened	Opened
<b>Return Policy O</b> Most products, except if noted below	30 day refund Original MOP	30 day refund Gift Card
<b>Return Policy U</b> Hygienic, consumable, surprise items	30 day refund Original MOP	Final Sale
<b>Return Policy F</b> Food, vitamins, supplements	Final Sale	Final Sale
<b>EXCHANGES</b> Only manufacturer's defect or sizing Not wear & tear, non-residential use, abuse	30 days Unlimited repairs / replacements Identical item or different size.	
<b>SMARTCARE</b> Only if bought on original invoice. Only for covered defects. Not wear & tear, non-residential use, abuse	30 days - 3 years Unlimited repairs - 1 replacement for new or refurbished item	

Return Policy Code is under each item on your receipt.

30 days is from date of purchase (or Dec 25 if bought Nov 1- Dec 24)

To process claims we require your original receipt, name, phone, & email

Email is used for SmartCare, product recalls, audit, and Insider offers.  
Unsubscribe at any time.

For comments or questions, please contact us at [ShopAtShowcase.com](https://ca.shopatshowcase.com)

Source: <https://ca.shopatshowcase.com/pages/returns>

**Write between 100 and 120 words.**



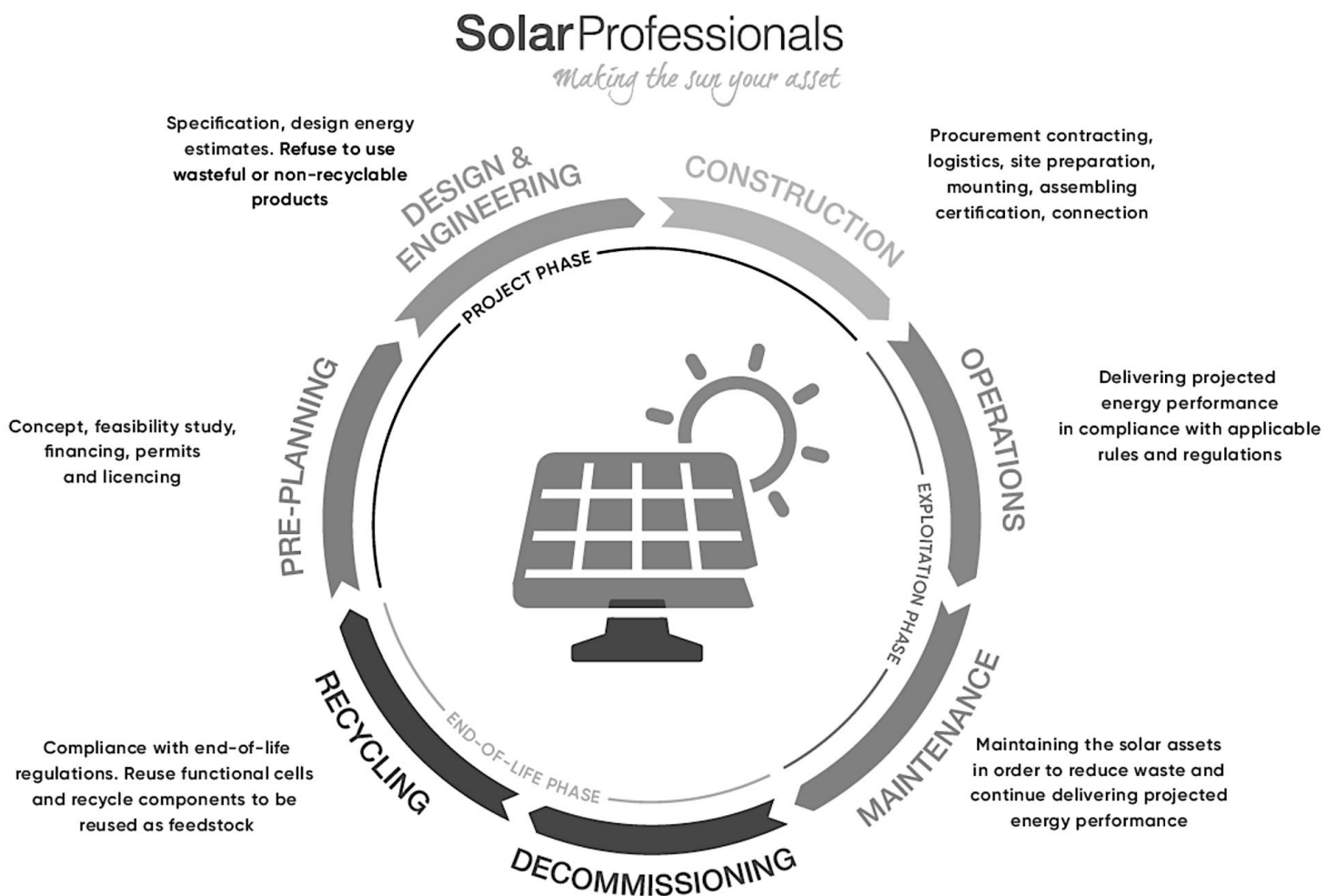
MARK  / 80

## TASK 2

You are a middle school science teacher and you are required to explain the life cycle of solar assets to your students. Select and convey the key information from the infographic below, using your own words, in a short text.

*Note: Mediation exercises require you to write a short text that gets to the point. Try not to reproduce exact sentences from the input text. Don't go over the word limit.*

Write between 100 and 120 words.



Source: <https://solarprofessionals.com.au/solar-renew/>

