



2010 Italian

Higher – Reading and Directed Writing

Finalised Marking Instructions

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2010 Italian Higher: Reading

Marking Key

The comprehension questions are designed to find out whether the candidates have understood the main marks of the passage, including where appropriate something of the author's purpose in writing the text.

In the marking schemes which follow, a bullet mark designates information required for the award of 1 mark; a word or concept underlined must be evident within an answer before the mark can be awarded.

To assess an answer, tick each piece of information which constitutes a correct mark. If the information is subsequently contradicted in the same answer, put a cross through the relevant tick. Similarly, if correct information is accompanied in the same answer by information which shows lack of real understanding, put a cross through the relevant tick.

No marks can be awarded in a sentence whose overall meaning is unclear.

The inclusion of irrelevant information in an answer should not be penalised unless it contradicts the text.

If information required but not given in answer to one question appears in answer to a different question, it cannot be credited with any marks unless it would also correctly answer that question.

The total mark awarded for each question should be written on the inside margin, at the end of the relevant question.

When the comprehension questions have been marked, marks should be totalled and written on the inside margin as a mark out of 20.

Section I – General Marks

Correct marks should be marked with a tick and the total number of marks written in the inside margin after each heading.

No marks should be given for marks written under a different heading unless they would also answer that heading. In such a case, the mark should be transferred to the total for the heading under which the mark was originally allocated. Where candidates list irrelevant information, no credit should be given for this, even if there is some correct information in the middle of it.

The total number of marks scored should be written in the inner margin at the end of Section I.

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Marking Instructions

Questions/Acceptable answers	Unacceptable answers	Markers' notes
<p>1. Read lines 1–21.</p> <p>(a) Telephone calls from call centres are becoming more and more frequent. What reason is given in the article for this? 1 mark</p> <ul style="list-style-type: none">• (in the world of commerce) it's important <u>to know</u> which products the public like/prefer/which products please the public <p>(b) What is the purpose of market research, according to the article? 3 marks</p> <ul style="list-style-type: none">• It allows investigation/research into the <u>success</u> of the product (in the market)• It identifies possible/potential clients/purchasers/customers/buyers• (It helps/allows/permits (them)) to choose the (type of) advertising/advertisement/publicity/promotion <u>to persuade/convince these clients/customers</u>	<ul style="list-style-type: none">• Omission of “to know” • Successful research/products• A search• To choose a way to convince these clients	<p>“It is important to know the products the public like” may be a transferable mark to 1 (a)</p>

Questions/Acceptable answers

2. Read lines 22–34.

(a) Giulia admits that her work sometimes disturbs people. What **two** examples does she give of this?

2 marks

- Families are disturbed at meal times/lunch and dinner times
- People in business/in the commercial world/in commerce are disturbed at work/during working hours

(b) Giulia thinks it is necessary to disturb people to do her job. Why does she think this?

1 mark

- (It's necessary) if we want (the quality of) products to be improved/if we want better/best (quality) products

Unacceptable answers

Markers' notes

- Because it improves (the quality of) the product

Questions/Acceptable answers

3. Read lines 35-45.

(a) What does Lucia say about her contracts? Give any **four** details. **2 marks**

- Short term
- No holidays
- No sick-pay
- Minimum/low/small salary/wage/pay
- Not/nothing safe/secure/insecure/no/little/security/without any security

(4 from 5)

(b) What does Lucia say about the training provided for the job? **2 marks**

- (Training courses) only last one or two hours
- They are not enough to explain the work

Unacceptable answers

- Contracts can be cut short
- Not many holidays
- It's an unsafe job
- IT courses

Markers' notes

Questions/Acceptable answers

Read lines 46–68.

4. Marco sees advantages and disadvantages in working for a call centre.

(a) What does he like about the flexibility of his work? **1 mark**

- It enables him to manage/decide on his work timetable/hours (of work)

(b) What does he say about his bosses? Give any **three** details. **3 marks**

- His bosses/superiors don't speak to him/there is no dialogue/ he cannot talk to them/he doesn't speak to them
- They don't explain anything/very much
- They give you a row/scold you/shout at you if you make a mistake
- They are only interested in the number of phone calls made/ you make/you are successful in/you succeed in making
- They don't give you time to/let you blow your nose/have a drink of water

(3 from 5)

Unacceptable answers

- He ignores his bosses
- They hardly scold you

Markers' notes

Ignore "if you make just one mistake"

Watch out for unclear use of "they" and penalise if necessary

Questions/Acceptable answers

5. What aspects of working in a call centre worry Anna?

3 marks

- She has not got enough/no/security/certainty/It is not very secure
- Not knowing how long/how much/when she will work (each week)
- Sometimes there is no work at all
- She never knows which/what/how many days she is going to work
- If (she doesn't work enough) she can't pay the rent

(3 from 5)

Unacceptable answers

- There is not enough secure
- She is not very secure
- She does not have enough safety/
She feels unsafe

Markers' notes

Ignore "she is worried all of the time" as worry is in the question

Questions/Acceptable answers

6. Read lines 69–93.

What does Pietro say about shift work?

2 marks

- It has its good side/benefits/points/good aspects
- It leaves you free to do shopping when there are not many/little/few people/when it is quiet/quietest
- Lack of daily routine keeps you young **OR** variety is good for your health/for your brain **OR** doing the same thing all the time makes you old

(2 from 3)

Unacceptable answers

- He likes it
- You lead a more varied lifestyle

Markers' notes

Translation into English

The translation into English is allocated 10 marks. The text for translation will be divided into a number of sense units. Each sense unit is worth 2 marks, which will be awarded according to the quality and accuracy of the translation into English. In assessing the candidate's performance, the descriptions detailed below will be used. Each sense unit will be awarded one of the marks shown.

Category	Mark	Description
Good	2	Essential information and relevant details are understood and conveyed clearly and accurately, with appropriate use of English.
Satisfactory	1	Essential information is understood and conveyed clearly and comprehensibly, although some of the details may be translated in an imprecise or inaccurate manner. The key message is conveyed in spite of inaccuracies and weaknesses in the use of English.
Unsatisfactory	0	The candidate fails to demonstrate sufficient understanding of the essential information and relevant details. Errors may include mistranslation and/or the failure to translate relevant details.

7.

Translate into English:

“A Pietro invece...punti di vista altrui.” (lines 70–77)

Unit 1

TEXT	GOOD 2 marks	SATISFACTORY 1 mark	UNSATISFACTORY 0 marks
A Pietro invece piace il lavoro.	(But) Pietro on the other hand/however/on the contrary/in contrast likes/enjoys (the/his) work/job	Instead/in fact To work/working	To Pietro No attempt to translate “invece”

Unit 2

TEXT	GOOD 2 marks	SATISFACTORY 1 mark	UNSATISFACTORY 0 marks
<p>«I colleghi in un call center</p> <p>hanno</p> <p>più o meno tutti</p> <p>la stessa età</p>	<p>“(The) Colleagues/workmates in a call centre</p> <p>are</p> <p>all more or less</p> <p>(all) the same age</p>	<p>Workers/staff</p> <p>have</p> <p>No “all”</p> <p>As me</p>	<p>My/His</p> <p>In one call centre</p> <p>In the call centre</p>

Unit 3

TEXT	GOOD 2 marks	SATISFACTORY 1 mark	UNSATISFACTORY 0 marks
<p>o almeno</p> <p>sono</p> <p>quasi tutti</p> <p>giovani</p> <p>dai venti ai trent'anni.</p>	<p>or at least</p> <p>(they) (are)</p> <p>nearly/almost all/most of them are</p> <p>young (people)</p> <p>between 20 and 30 (years old) In their twenties From 20 to 30 (years old) From 20-30 (years old) About 20 to 30</p>	<p>And Omission of "or" Omission of "almeno"</p> <p>Omission of "quasi"</p> <p>Omission of "giovani" Youngsters</p> <p>Around the age of 20 or 30 Say 20 or 30 years old In their twenties or thirties</p>	<p>Omission of "all"</p> <p>Any wrong number is unsatisfactory</p>

Unit 4

TEXT	GOOD 2 marks	SATISFACTORY 1 mark	UNSATISFACTORY 0 marks
<p>Otto o dieci ore al lavoro</p> <p>creano</p> <p>l'opportunità</p> <p>di fare nuove amicizie</p>	<p>8 or 10 hours at/of work</p> <p>create/creates OR give/gives <u>you</u></p> <p>an/the/opportunity/opportunities</p> <p>to make <u>new</u> friends/friendships</p>	<p>To work</p> <p>give/gives</p> <p>the/a possibility</p> <p>To meet</p>	

Unit 5

TEXT	GOOD 2 marks	SATISFACTORY 1 mark	UNSATISFACTORY 0 marks
<p>e di capire</p> <p>i punti di vista altrui».</p>	<p>and (to) understand/understanding</p> <p>other people's/others' point(s) of view/someone else's point of view</p>	<p>Get to know</p> <p>opinions</p> <p>Omission of "people's" (no translation of "altrui")</p> <p>Different points of view</p> <p>Their point of view</p> <p>Everybody's point of view</p> <p>The points of other people</p>	<p>The ways</p>

Higher Writing

Task: Directed Writing, addressing 6 bullet marks.

- Assessment Process:
- 1 With reference to *Content, Accuracy and Language Resource*, assess the overall quality of the response and allocate it to a pegged mark.
 - 2 Check that all 6 bullet marks have been addressed.
 - 3 Deduct 2 marks (i.e. single marks, not pegged ones) for each bullet not addressed, up to a maximum of 2 bullets. If 3 or more bullets have not been addressed, the mark must be 0.

Category	Mark	Content	Accuracy	Language Resource – Variety, Range, Structures
Very Good	15	<ul style="list-style-type: none"> • All bullet marks are covered fully, in a balanced way, including a number of complex sentences. • Some candidates may also provide additional information. • A wide range of verbs/verb forms, tenses and constructions is used. • Overall this comes over as a competent, well thought-out account of the event which reads naturally. 	<ul style="list-style-type: none"> • The candidate handles all aspects of grammar and spelling accurately, although the language may contain some minor errors or even one more serious error. • Where the candidate attempts to use language more appropriate to post-Higher, a slightly higher number of inaccuracies need not detract from the overall very good impression. 	<ul style="list-style-type: none"> • The candidate is comfortable with almost all the grammar used and generally uses a different verb or verb form in each sentence. • There is good use of a variety of tenses, adjectives, adverbs and prepositional phrases and, where appropriate, word order. • The candidate uses co-ordinating conjunctions and subordinate clauses throughout the writing. • The language flows well.
Good	12	<ul style="list-style-type: none"> • All bullet marks are addressed, generally quite fully, and some complex sentences may be included. • The response to one bullet mark may be thin, although other bullet marks are dealt with in some detail. • The candidate uses a reasonable range of verbs/verb forms and other constructions. 	<ul style="list-style-type: none"> • The candidate generally handles verbs and other parts of speech accurately but simply. • There may be some errors in spelling, adjective endings and, where relevant, case endings. • Use of accents may be less secure. • Where the candidate is attempting to use more complex vocabulary and structures, these may be less successful, although basic structures are used accurately. • There may be minor misuse of dictionary. 	<ul style="list-style-type: none"> • There may be less variety in the verbs used. • Most of the more complex sentences use co-ordinating conjunctions, and there may also be examples of subordinating conjunctions where appropriate. • In one bullet mark the language may be more basic than might otherwise be expected at this level. • Overall the writing will be competent, mainly correct, but pedestrian.

Category	Mark	Content	Accuracy	Language Resource – Variety, Range, Structures
Satisfactory	9	<ul style="list-style-type: none"> • The candidate uses mainly simple, more basic sentences. • The language is perhaps repetitive and uses a limited range of verbs and fixed phrases not appropriate to this level. • In some examples, one or two bullet marks may be less fully addressed. • In some cases, the content may be similar to that of good or very good examples, but with some serious accuracy issues. 	<ul style="list-style-type: none"> • The verbs are generally correct, but basic. • Tenses may be inconsistent, with present tenses being used at times instead of past tenses. • There are quite a few errors in other parts of speech – personal pronouns, gender of nouns, adjective endings, cases, singular/plural confusion – and in the use of accents. • Some prepositions may be inaccurate or omitted, eg I went the town. • While the language may be reasonably accurate in three or four bullet marks, in the remaining two control of the language structure may deteriorate significantly. • Overall, there is more correct than incorrect and there is the impression overall that the candidate can handle tenses. 	<ul style="list-style-type: none"> • The candidate copes with the past tense of some verbs. • A limited range of verbs is used to address some of the bullet marks. • Candidate relies on a limited range of vocabulary and structures. • When using the perfect tense, the past participle is incorrect or the auxiliary verb is omitted on occasion. • Sentences may be basic and mainly brief. • There is minimal use of adjectives, probably mainly after “is”, eg The boss was helpful. • The candidate has a weak knowledge of plurals. • There may be several spelling errors, eg reversal of vowel combinations.

Category	Mark	Content	Accuracy	Language Resource – Variety, Range, Structures
Unsatisfactory	6	<ul style="list-style-type: none"> • In some cases the content may be basic. • In other cases there may be little difference in content between Satisfactory and Unsatisfactory. • The language is repetitive, with undue reliance on fixed phrases and a limited range of common basic verbs such as <i>to be, to have, to play, to watch</i>. • While the language used to address the more predictable bullet marks may be accurate, serious errors occur when the candidate attempts to address the less predictable areas. • The Directed Writing may be presented as a single paragraph. 	<ul style="list-style-type: none"> • Ability to form tenses is inconsistent. • In the use of the perfect tense the auxiliary verb is omitted on a number of occasions. • There may be confusion between the singular and plural form of verbs. • There are errors in many other parts of speech – gender of nouns, cases, singular/plural confusion – and in spelling and, where appropriate, word order. • Several errors are serious, perhaps showing mother tongue interference. • There may be one sentence which is not intelligible to a sympathetic native speaker. • One area may be very weak. • Overall, there is more incorrect than correct. 	<ul style="list-style-type: none"> • The candidate copes mainly only with the predictable language required at the earlier bullet marks. • The verbs “was” and “went” may also be used correctly. • There is inconsistency in the use of various expressions, especially verbs. • Sentences are more basic. • An English word may appear in the writing or a word may be omitted. • There may be an example of serious dictionary misuse.

Category	Mark	Content	Accuracy	Language Resource – Variety, Range, Structures
Poor	3	<ul style="list-style-type: none"> • The content and language may be very basic. • However, in many cases the content may be little different from that expected at Unsatisfactory or even at Satisfactory. 	<ul style="list-style-type: none"> • Many of the verbs are incorrect or even omitted. • There are many errors in other parts of speech – personal pronouns, gender of nouns, adjective endings, cases, singular/plural confusion – and in spelling and word order. • Prepositions are not used correctly. • The language is probably inaccurate throughout the writing. • Some sentences may not be understood by a sympathetic native speaker. 	<ul style="list-style-type: none"> • The candidate cannot cope with more than one or two basic verbs, frequently “had” and “was”. • The candidate displays almost no knowledge of past tenses of verbs. • Verbs used more than once may be written differently on each occasion. • The candidate has a very limited vocabulary. • Several English or “made-up” words may appear in the writing. • There are examples of serious dictionary misuse.
Very Poor	0	<ul style="list-style-type: none"> • The content is very basic <p>OR</p> <ul style="list-style-type: none"> • The candidate has not completed at least three of the core bullet marks. 	<ul style="list-style-type: none"> • (Virtually) nothing is correct. • Most of the errors are serious. • Very little is intelligible to a sympathetic native speaker. 	<ul style="list-style-type: none"> • The candidate copes only with “have” and “am”. • Very few words are correctly written in the foreign language. • English words are used. • There may be several examples of mother tongue interference. • There may be several examples of serious dictionary misuse.

What if....?	
the candidate only addresses one part of one of the introductory, predictable bullet marks?	In such a case the candidate is deemed to have not addressed the bullet marks and a 2 mark penalty is made (ie 2 marks are deducted from the final mark awarded). This procedure applies at all categories.
some bullet marks fit into one category but others are in the next, lower category?	<p>It is important to look carefully at which bullet marks are better addressed.</p> <p>If the better sections include the more predictable bullet marks, the marker is less likely to be generous than if the unpredictable bullet marks are of a better quality. If there is a serious decline after the initial bullet marks, a lower mark must be awarded.</p> <p>It is also important to consider the balance of the bullet marks. Sometimes a candidate writes twice as much about the opening bullet marks – or even bullet marks which are not there – than for the four remaining bullet marks. In such cases, the lower mark being considered should be awarded.</p>
the marker is having great difficulty in deciding whether the writing is good enough to pass or not quite good enough to pass?	It is essential to consider carefully the accuracy of the verbs overall. If more verbs are correct than wrong, then it is likely that the candidate deserves to pass, unless there are many other inaccuracies in the writing.
the Directed Writing, from the mark of view of content, looks as if it belongs in a top category, but where accuracy is concerned, contains some possibly serious grammatical errors in more basic structures as a result of using relatively advanced structures combined with a less than confident knowledge of the more basic structures?	This is a case where the candidate is more adventurous, but less accurate. It is always important to assess what it is the candidate <u>can</u> do, and thus highlight the positive. However, in such cases, it is likely that the candidate will be awarded 9.

[END OF MARKING INSTRUCTIONS]