

● General training Task 1(Letters) - Topic 1

Complaint Letter (Formal letter)

You currently live in a rental apartment, and the noise from your neighbours disturbs you. Write a letter to your landlord. In your letter

- Describe how this situation affects you
- Explain what steps you have taken to address the problem
- Ask the landlord to take action to resolve the issue

● Sample Answer

Dear Landlord,

I am writing to let you know about a problem in your rental apartment that is affecting my quality of life.

The noise in the building, especially during late hours and early mornings, makes it hard for me to concentrate on my work. This is negatively impacting my overall well-being. Despite politely asking my neighbors to reduce the noise, the situation hasn't improved.

Therefore, I kindly request your help in addressing this matter. It would be greatly appreciated if you could remind the neighbors about the noise regulations in the rental agreement. Moreover, conducting regular inspections to ensure everyone follows the rules and maintains a peaceful living environment would be highly beneficial.

I eagerly await your prompt response and actions to resolve this issue.

Yours faithfully,
Paul.

Word count: 127
Score: Band 6.0

- **Grading according to the band descriptors:**

Task Achievement: 6.0

The letter effectively communicates the issue of noise in the rental apartment and your request for the landlord's assistance in resolving the matter. However, it lacks specific examples of how the noise has affected you and may benefit from more detailed information.

Coherence and Cohesion: 6.0

The letter is reasonably well-organized, with a clear introduction and a polite request in the conclusion. Some sentences could be better linked together for improved coherence.

Lexical Resource: 6.0

The vocabulary used is suitable, but there is limited variety and use of more advanced expressions or phrases. A more extensive range of vocabulary would enhance the letter.

Grammatical Range and Accuracy: 6.0

The majority of the sentences are grammatically correct.

● General training Task 2 - Topic 1

1. Some countries have introduced laws to limit the working hours that an employer can ask from an employee.

Why are these laws introduced? Is this a positive or negative trend?

● Sample Answer

In recent years, several countries have introduced laws to restrict the number of working hours that employees are required to work on a daily basis. In this essay, I will discuss the reasons behind these laws and argue that they are a commendable initiative.

One of the main reasons why some countries have implemented laws to limit working hours is the negative impact that excessive work can have on people's physical and mental well-being. Clearly, research has shown that working for long periods without sufficient rest or leisure can lead to stress, fatigue, and burnout, which can ultimately reduce employees' productivity and overall health.

Another reason for restricting working hours is that it can help create more job opportunities and reduce unemployment rates. By setting limits on employers' demands, companies are encouraged to hire more staff, thereby distributing the workload among a larger workforce. This not only reduces the burden on individual employees but also creates employment opportunities for those who are unemployed or underemployed.

From my perspective, the introduction of laws that limit working hours is undoubtedly a positive trend. These regulations prioritize the well-being of employees and promote a healthier work-life balance. By promoting fairness and protecting workers' rights, these laws contribute to a more equitable and sustainable society.

In conclusion, the implementation of laws that restrict working hours is due to people's desire to protect the welfare of the employees and improve productivity. This trend represents a positive step towards ensuring a healthier work-life balance for individuals.

Word count: 250

Score: Band 6.0

- **Grading according to the band descriptors:**

Task Achievement: 6.0

The essay effectively addresses the prompt by discussing the reasons behind laws restricting working hours and arguing that they are commendable. It stays on topic throughout and does not deviate from the main idea.

Coherence and Cohesion: 6.0

This response is well-organized with a clear introduction, body paragraphs, and conclusion. Each paragraph focuses on a specific aspect of the topic, and there is a logical progression of ideas. Transition words and phrases are used effectively to connect sentences and ideas.

Lexical Resource: 6.0

The vocabulary used in the essay is appropriate, and some less common words are used effectively (e.g., commendable, underemployed).

Grammatical Range and Accuracy: 6.0

The essay demonstrates a good command of grammar with no major errors that impede comprehension.

● General training Task 1(Letters) - Topic 1

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- Describe how this situation affects you
- Explain what steps you have taken to address the problem
- Ask the landlord to take action to resolve the issue

● Sample Answer

Dear Landlord,

As one of your **tenants**, I am writing to **draw your attention to** an issue that has been greatly **impacting** my quality of life in your rental apartment.

The constant noise, particularly during late hours and early mornings, **severely hampers** my ability to concentrate on my work. This is **adversely** affecting my **overall well-being**. Despite my attempts to personally address the matter by politely requesting my neighbors to **reduce the noise level**, the situation remains unchanged, and my efforts have **proven ineffective**.

In light of this, I kindly request your intervention in addressing this matter. **It would be greatly appreciated** if you could remind the neighbors of the **noise regulations outlined** in the rental agreement. **Secondly**, I believe that conducting **periodic inspections** to ensure **compliance** and maintain a peaceful living environment for all tenants would be highly beneficial.

I **eagerly await** your **prompt response** and actions to resolve this issue.

Yours faithfully,
Paul.

Word count: 150
Score: Band 7.0

- **Grading according to the band descriptors:**

Task Achievement: 7.0

The letter effectively addresses the issue of noise disturbance caused by neighbors in the rental apartment. The situation is described clearly, highlighting the impact on the writer's quality of life and work. The purpose of the letter, to request the landlord's intervention and suggest potential solutions, is clearly conveyed.

Coherence and Cohesion: 7.0

The letter is well-structured, with a clear introduction, body paragraphs, and conclusion. Ideas are logically organized and presented in a coherent manner. Linking words and phrases are used appropriately to connect ideas.

Lexical Resource: 7.0

The vocabulary used is generally appropriate and effectively conveys the writer's concerns.

There is a sufficient range of vocabulary to express the main points.

Grammatical Range and Accuracy: 7.0

The letter demonstrates a good range of grammatical structures, including complex sentences.

There are no grammatical errors that impede the understanding of the letter. Tenses and sentence structures are generally used accurately.

● General training Task 2 - Topic 1

1. Some countries have introduced laws to limit the working hours that an employer can ask from an employee.

Why are these laws introduced? Is this a positive or negative trend?

● Sample Answer

Without a doubt, working is an essential aspect of society as people **earn a living** through it. In recent years, several countries have **enacted legislation** aimed at restricting the number of working hours demanded from employees. This essay will discuss the reasons behind the introduction of these laws and argue that they represent a **commendable initiative**.

There are several reasons why the authorities in some countries have **implemented** laws to limit working hours. **The first reason** is due to the **adverse effects** excessive work can have on individuals' physical and **mental well-being**. Research has demonstrated that **prolonged** periods of work without sufficient rest or leisure can result in stress, **fatigue**, and **burnout**, ultimately **hampering** employees' productivity and overall health. **Secondly**, restricting working hours can contribute to increased job opportunities and reduced unemployment rates. This is because, by imposing limits on employers' demands, companies are encouraged to hire additional staff, **thereby** distributing the **workload** among a larger workforce and creating employment opportunities for the unemployed or underemployed.

From my perspective, I believe that the introduction of laws **curbing** working hours is **undeniably** a positive trend. **Clearly**, such regulations **prioritize** the welfare of employees and foster a healthier work-life balance. By promoting fairness and **safeguarding** workers' rights, these laws contribute to a more **equitable and sustainable** society.

To conclude, the implementation of laws limiting working hours is driven by the need to protect **employee welfare** and enhance productivity. This trend represents a positive step towards ensuring a healthier **work-life balance** for individuals.

Word count: 250

Score: Band 7.0

- **Grading according to the band descriptors:**

Task Response: 7.0

The essay provides a clear and direct response to the task by discussing the reasons behind the introduction of laws limiting working hours and arguing that it is a positive trend. The main ideas are relevant and well-developed. The writer maintains a focused approach throughout the essay.

Coherence and Cohesion: 7.0

The essay has a clear and logical structure with an introduction, body paragraphs, and a conclusion. The ideas are well-organized and connected using appropriate linking words and phrases. The flow of ideas is smooth, making it easy to follow the writer's argument.

Lexical Resource: 7.0

The essay demonstrates a satisfactory range of vocabulary, with some attempts at using less common words and phrases. There is clarity in expression, and the writer effectively communicates their ideas.

Grammatical Range and Accuracy: 7.0

The essay displays a good command of grammar overall. There is accurate use of sentence structures with a range of verb tenses and complex sentence forms.