



Unit	Content	Situation	Language	Page
1 My company				6
Foundation	A company profile	Writing a profile of your company	Asking for information Giving directions Describing jobs Asking about jobs	
Part A	The layout of a company	Showing a visitor around your training company		
Part B	The structure of a company	Presenting your training company		
Communication	Introductions and small talk	Introducing colleagues to a new employee		
2 My workplace				14
Foundation	Internal communication	Assessing your company's means of communication	Talking about quantities Describing responsibilities Talking about likes and dislikes Talking about preferences Comparing things Giving telephone numbers	
Part A	IT job profiles	Creating your own job profile		
Part B	Working conditions	Discussing a suitable working environment		
Communication	Telephoning	Leaving a voicemail message		
KMK Exam practice 1				24
3 Computer hardware and software				26
Foundation	Hardware components	Helping customers choose the right computer	Discussing computer components and peripherals Giving instructions Describing capability Saying whether something is suitable Using polite language in emails Salutation and complimentary close in emails	
Part A	Hardware installation	Explaining how to install a hardware component		
Part B	Software configuration	Advising a colleague on configuring software installations		
Communication	Emails	Writing an email to a customer		
4 Internal communication				36
Foundation	Internal communication	Doing a survey about means of communication	Describing updates Taking things into consideration Expressing consequences Acknowledging counter-arguments Taking part in discussions Expressing your point of view Making polite suggestions	
Part A	Installing a new network	Explaining the requirements for a new network		
Part B	Local or cloud?	Persuading colleagues to accept an option		
Communication	Constructive feedback	Giving feedback to your colleagues		
KMK Exam practice 2				46
5 Artificial intelligence (AI)				48
Foundation	What is artificial intelligence?	Informing colleagues about AI	Describing a process to a computer user Making recommendations Comparing advantages and disadvantages Expressing attention to detail	
Part A	Using AI at work	Advising customers about AI		
Part B	Advantages and disadvantages of AI and big data	Discussing pros and cons of AI		
Communication	Using prompts	Creating prompts for AI		
6 IT security				58
Foundation	Unauthorized access and cyber-crime	Preparing a presentation on computer hacks	Exercising caution Expressing permission and restrictions Describing graphs and charts Giving approximate figures	
Part A	Internal access and acceptable use	Informing colleagues about IT security risks		
Part B	External access and security procedures	Giving a presentation on security to customers		
Communication	Graphs and charts	Presenting information in a graph		
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7 Dealing with customers				70
Foundation	Roots for customer service	Helping a customer with a query	Advising a customer	
Part A	Set-up and customization	Explaining how to customize a product	Talking to a salesperson Explaining customizations	
Part B	Technical support	Solving a problem with the power supply	Preparing to do something Telling the time in English-speaking countries	
Communication	Arrangements for meetings	Writing emails to make arrangements	Giving dates, days and times	
8 External communication				80
Foundation	Organising a trade fair	Talking about supported internet protocols	Describing a trade fair stand Talking about a software provider	
Part A	An international trade fair	Attending a trade show	Describing the progress of a project	
Part B	Reporting to a client	Describing a project timeline	Describing a project dashboard	
Communication	Business trips	Doing research on other cultures	Checking in and out of a hotel	
KMK Exam practice 4				90
9 Enquiries and offers for IT services				92
Foundation	A video conferencing system	Writing a report on a suitable system	Structuring an enquiry Salutation and complimentary close in letters	
Part A	Customer requirements	Matching product features to requirements	Requesting prices from a supplier	
Part B	A contract for cloud-based services	Shortlisting a supplier	Comparing advantages and disadvantages of an IT supplier	
Communication	The layout of business letters	Writing business letters	Negotiating terms and conditions Writing an enquiry Writing an offer	
10 Orders of technical products				102
Foundation	Product recommendations	Recommending health devices	Asking questions, asking for more information	
Part A	Software as a service	Placing orders	Asking for changes, accepting and declining requests	
Part B	Handling customer complaints	Troubleshooting a cyber-attack	Making complaints	
Communication	A telephone complaint	Dealing with a telephone complaint	Making a telephone complaint Dealing with telephone complaints	
KMK Exam practice 5				112
11 Digitalisation and process improvement				114
Foundation	Recycling computer hardware	Finding sustainable solutions	Describing where things are Talking about consequences	
Part A	Processes continuous development	Integrating releases	Describing actions	
Part B	Internet of things	Connecting networks	Writing instructions	
Communication	Emails	Writing an email to a customer		
12 A job application				124
Foundation	Where do I go from here?	Writing about your apprenticeship	Talking about skills Thinking about possibilities	
Part A	Job adverts and applications	Writing a job application	Expressing your wishes	
Part B	Job interviews	Practising interviews	Asking for clarification	
Communication	A CV and a covering letter	Studying CVs and covering letters		
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