Syllabus for LCCIEB oral exams

1. Earning a living
Wages and living standards; factors affecting the level of wages and salaries (qualifications, market forces, skills, working conditions, job security, etc.)
Job roles and types: blue collar/white collar work, skilled/unskilled work, full time/part time/casual/temporary work, self-employment, management positions - features, functions, leadership styles
Candidate’s job/occupation/career: qualifications needed, responsibilities involved, conditions of employment, good and bad aspects of the job, etc.
Employer-employee relationship: conditions of employment (working hours, wages, holidays, benefits, promotion), working conditions (health and safety measures), job satisfaction, motivation
Getting a job: finding out about vacancies (job advertisements, head hunters, employment agencies, career fairs, the Internet), applying for a job (CV, covering letter, job interview)
Organisational types (Ltd, plc, etc.) and structure (line, functional, matrix, etc.); advantages and disadvantages

2. Production and sale of goods and services
Distribution: origin and destination of products, channels of distribution, services to trade
Retail and wholesale outlets: competition between small shops and supermarkets/ hypermarkets/department stores/etc.
New trends in retailing: direct selling (mail order, e-shopping, TV-shopping), shopping centres, franchising; advantages and disadvantages for customers, staff and employers
Changes in shopping patterns: 24-hour shopping, weekend shopping, shopping in the town and in the country, financing one’s shopping
New markets and products
Consumer rights and protection, after-sales and warranty services
Quality of products (price, brand names) and customer service

3. Trade
International trade: imports and exports, balance of trade and balance of payments, free trade and protectionism, trade restrictions
Changes in international markets: globalisation, expansion of multinationals –benefits and drawbacks for low-wage economies
Economic problems in developing countries (food supply, standard of living, education and health service, welfare support), the need to help poor countries (loans, investment, donations, educational facilities, access to trade)
Trade blocs: EU, NAFTA, ASEAN, etc.

4. Money
Methods of paying/purchasing: cash, cheques, credit cards, debit cards; advantages and disadvantages of each
Inflation and price changes: causes and effects of inflation, government control
Banking services: account holding, money transfer, credit facilities, plastic money, foreign currency exchange, financial advice, insurance, etc.
Savings and investment: types of account (current, deposit), securities (shares and bonds), investment advice, portfolio management
Pensions: types, sources of finance, possible problems
5. Transport
Types of transport in the candidate’s country for:
- the individual (local transport and longer distance transport): costs, safety, availability, etc.
- commerce and industry (rail, road, air, sea)
Advantages and disadvantages, problems (congestion, pollution), improvements

6. Communications and the Media
Television: role (information and entertainment), supply of competitive channels, viewing habits, advantages and possible drawbacks, advertising on TV
Newspapers: types, role, costs, reading habits, advertising in newspapers
IT: computers, PC’s, the Internet – possible uses, advantages and disadvantages
Communications: telephone (traditional wire phones and mobiles), fax, e-mail
The effects on businesses and individuals
Advertising: types, functions, benefits and drawbacks, arguments for and against advertising

7. Education
The education system of the candidate’s country: stages of compulsory/non-compulsory education, examinations, compulsory and optional subjects, forms of punishment and reward, costs of education
Candidate’s personal education
Training and skills: knowledge of foreign languages, computer literacy, communication skills, retraining facilities

8. Travel and tourism
The importance of travel to the individual: reasons for travelling (pleasure and relaxation, enriching one’s knowledge and experience of other peoples and cultures, business), new developments in tourism (study/conference//health/rural tourism), costs of travelling, regulations
Tourism and the local area: tourist attractions in the candidate’s country and local region
Tourism in a nation’s economy: benefits (money for the local economy, job creation, investments, new services also available for local people) and drawbacks (detrimental effects on the local environment)