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BREVET DE TECHNICIEN SUPÉRIEUR

CONSEIL ET COMMERCIALISATION DE SOLUTIONS TECHNIQUES

ÉPREUVE E2 : LANGUE VIVANTE ÉTRANGÈRE, SOUS-ÉPREUVE E2.1 : COMPRÉHENSION DE L'ÉCRIT ET EXPRESSION ÉCRITE

SESSION 2026

Durée : 2 heures

SPÉCIALITÉ / UNITÉ	COEFF
CONSEIL ET COMMERCIALISATION DE SOLUTIONS TECHNIQUES	1

Moyens de calculs et matériel autorisés :

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Dès que le sujet vous est remis, assurez-vous qu'il est complet.

Ce sujet comporte 6 pages numérotées de 1/6 à 6/6.

Les documents réponses en fin de sujet sont à rendre avec la copie.

DOSSIER SUJET

CONSIGNES GÉNÉRALES DE L'ÉPREUVE : BRIGHTFLOW SYSTEMS, FABRICANT FICTIF DE SOLUTIONS DE SURVEILLANCE DES RÉSEAUX D'EAU, BRISTOL, ROYAUME-UNI

Cette épreuve porte sur la compréhension de documents écrits en anglais et la rédaction en anglais dans un contexte professionnel lié au conseil et à la commercialisation de solutions techniques. Les documents du dossier présentent les informations nécessaires pour répondre aux questions.

Répondez en anglais à toutes les questions. Appuyez vos réponses de compréhension sur des éléments précis des documents. Pour la production écrite, respectez la situation, le destinataire et la longueur demandée.

Le barème total est de 20 points. La première partie est notée sur 10 points et la seconde partie sur 10 points.

PARTIE 1 : COMPRÉHENSION DE L'ÉCRIT (10 points)

Comprendre et exploiter des informations explicites et implicites dans deux documents

Read documents 1 and 2 in the dossier. Answer questions 1.1 to 1.5 in English. Use your own words whenever possible and refer to the relevant information in the documents.

1.1 (2 points) According to document 1, what operational problem led Northshire Water to look for a new solution? Give two details about the consequences of that problem.

1.2 (2 points) Describe the main functions of the FlowSense system and explain how the information it collects is used by the utility's staff.

1.3 (2 points) What results were reported after the nine-month pilot? Give two figures and explain what each figure measures.

1.4 (2 points) In document 2, identify two concerns raised by customers or field staff. For each concern, explain the response or safeguard proposed by BrightFlow Systems.

1.5 (2 points) Do documents 1 and 2 present the new system as a complete replacement for human expertise? Justify your answer with one piece of evidence from each document.

PARTIE 2 : EXPRESSION ÉCRITE (10 points)

Rédiger un message professionnel adapté à un destinataire et à une situation de conseil

Write your answer in English. Use the information in the dossier, but do not copy whole sentences from it.

2.1 (10 points) You are a technical sales adviser at a company considering the FlowSense solution. Write an email of 250 to 300 words to your operations manager.

In your email:

- summarise the potential benefits of testing the system;
- mention at least two limitations or concerns that should be considered;
- recommend a practical next step, including how a pilot could be monitored and assessed.

Use an appropriate subject line, greeting and closing. Your response will be assessed for relevance and completeness (3 points), organisation and coherence (2 points), vocabulary and register (2 points), and grammatical accuracy and spelling (3 points).

DOSSIER TECHNIQUE ET RESSOURCES

Documents ressources nécessaires à la résolution du sujet

DT 1 : FLOWSENSE: A PILOT PROJECT TO FIND HIDDEN WATER LEAKS

Text prepared for this examination, 2026.

Northshire Water supplies drinking water to around 180,000 homes in the north of England. For several years, the utility had struggled to locate small leaks in its older underground network. Some leaks remained undiscovered for weeks. Repair teams were often sent to a site only after residents reported low pressure or water appearing at the surface. The delay could lead to road closures, emergency repairs and water loss.

In March 2025, Northshire Water began a nine-month pilot with BrightFlow Systems, a supplier of monitoring equipment. FlowSense uses acoustic sensors attached to selected pipe sections. The sensors record vibration patterns at night, when household water use is generally lower. A secure online dashboard displays unusual patterns and ranks them for review. It does not automatically close valves or dispatch a repair team. Northshire Water employees check each alert against network maps and maintenance records before deciding whether to inspect a site.

The pilot covered 120 kilometres of pipe and generated 46 alerts that staff considered worth investigating. After inspection, 31 of those alerts were linked to leaks. The utility estimated that the pilot helped prevent the loss of about 18,000 cubic metres of water. It also reported that the average time between the first sensor alert and an on-site inspection fell from 12 days to 4 days in the monitored area. These figures are estimates for the pilot area and period; the utility has not yet established whether the same results would be achieved across its entire network.

Operations manager Helen Price said the system was most useful when it helped staff decide where to look first. She added that the pilot had not removed the need for experienced technicians: “The alert gives us a lead, not a diagnosis. Our teams still have to confirm what is happening underground.” Northshire Water plans to review maintenance costs, false alerts and customer impact before deciding whether to extend the project.

DT 2 : QUESTIONS TO ASK BEFORE BUYING A SMART MONITORING SERVICE

Professional briefing by Maya Collins, Technical Purchasing Review, 14 November 2025. Text prepared for this examination.

Digital monitoring can help utilities detect problems earlier, but a dashboard alone does not guarantee a successful project. Buyers should first ask whether the equipment works with their existing sensors, network maps and maintenance software. If information has to be entered twice, staff may lose time instead of saving it.

Field teams also need to understand how an alert is produced and what it can and cannot prove. An unusual vibration may indicate a leak, but it may also have another cause. A supplier should therefore explain the alert criteria, provide training and make it possible for the customer to review the evidence behind each alert. Staff should remain responsible for confirming a problem and choosing the response.

Data access is another point to settle before a contract is signed. A buyer should know who can view operational information, where it is stored, how long it is kept and how it can be exported if the service ends. The contract should also state what support is available when sensors or network connections fail.

A small, time-limited pilot can reduce risk. The parties should agree its area, duration and success measures in advance. Useful measures may include the proportion of alerts confirmed by an inspection, the time needed to investigate an alert, water saved where it can be estimated, and the workload added for field teams. A pilot should include staff feedback as well as performance figures. The purpose is not to prove that a product works in every situation, but to decide whether its benefits justify its cost and fit the buyer's actual operations.

NE RIEN ÉCRIRE DANS CETTE PARTIE

DR 1 : Comparative reading notes — **À RENDRE AVEC LA COPIE**

Complete the table in English using concise notes from documents 1 and 2. This table may be used to prepare your answers; it is not a substitute for answering the questions.

Key information from the documents

Aspect	Document 1: Northshire Water pilot	Document 2: purchasing advice
Problem or issue	.....	.....
Potential benefit	.....	.....
Concern or limitation	.....	.....
Human role or proposed safeguard	.....	.....
How to assess a pilot	.....	.....

Cadre réservé aux justifications, calculs complémentaires ou schémas du candidat :

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