

BREVET DE TECHNICIEN SUPÉRIEUR BTS TERTIAIRES

E2 – U22 : LANGUE VIVANTE ÉTRANGÈRE ÉCRITE – NIVEAU B

ANGLAIS

SESSION 2025

Durée : 2 heures

Spécialités	Dictionnaire		Coefficient
	Bilingue	Unilingue	
Management en hôtellerie-restauration (toutes options)		X	1
Support à l'action managériale		X	0,5

Tout autre document ou matériel est interdit.

**Dès que le sujet vous est remis, assurez-vous qu'il est complet.
Le sujet se compose de 3 pages, numérotées de 1 à 3.**

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Australians get “right to disconnect” after hours

A “right to disconnect” rule has come into effect in Australia, offering relief to people who feel forced to take calls or read messages from employers after they finish their day’s work. The new law allows employees to ignore communications after hours if they choose to, without fear of being punished by their bosses.

- 5 A survey published last year estimated that Australians worked on average 281 hours of unpaid overtime annually. More than 20 countries, mainly in Europe and Latin America, have similar rules.

The law does not ban employers from contacting workers after hours. Instead, it gives staff the right not to reply unless their refusal is deemed unreasonable.

- 10 Under the rules, employers and employees should try to resolve disputes among themselves. If that is unsuccessful in finding a resolution, Australia's Fair Work Commission (FWC) can step in.

The FWC can then order the employer to stop contacting the employee after hours.

If it finds an employee's refusal to respond is unreasonable it can order them to reply.

- 15 Failure to comply with FWC orders can result in fines of up to A\$19,000 (\$12,897; £9,762) for an employee or up to A\$94,000 for a company.

Organisations representing workers have welcomed the move.

It “will empower workers to refuse unreasonable out-of-hours work contact and enabling greater work-life balance”, The Australian Council of Trade Unions said.

- 20 A workplace expert told BBC News that the new rules would also help employers.

"Any organisation that has staff who have better rest and who have better work-life-balance are going to have staff who are less likely to have sick days, less likely to leave the organization", said John Hopkins from Swinburne University of Technology.

“Anything that benefits the employee, has benefits for the employer as well.”

- 25 However, there was a mixed reaction to the new law from employees.

“I think it's actually really important that we have laws like this”, advertising industry worker, Rachel Abdelnour, told Reuters.

“We spend so much of our time connected to our phones, connected to our emails all day, and I think that it's really hard to switch off as it is.”

- 30 Others, however, do not feel the new rules will make much of a difference to them.

“I think it's an excellent idea. I hope it catches on². I doubt it'll catch on in our industry, to tell the truth though”, David Brennan, a worker in the financial industry, told the news agency. “We're well paid, we're expected to deliver, and we feel we have to deliver 24 hours a day.”

João da Silva, BBC, 26 August 2024

¹ A\$: Australian Dollar

² To catch on: to become popular

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TRAVAIL À FAIRE PAR LE CANDIDAT

I – COMPRÉHENSION (10 points)

Vous rédigerez **en français** un compte-rendu de ce texte en 200 mots (+/- 10 %) en faisant ressortir les idées essentielles de façon organisée. Vous indiquerez le nombre de mots utilisés.

II – EXPRESSION ÉCRITE (10 points)

Vous rédigerez **en anglais** le courriel suivant.

Vous êtes Peter Barker (pbarker@kangaroos.au), assistant RH de l'entreprise Kangaroos & Co située à Brisbane. Vous écrivez un courriel à l'ensemble du personnel pour leur faire part de la loi votée récemment concernant le droit à la déconnexion.

- Rappelez le contenu de cette loi : la déconnexion sera effective à partir de 18 h et jusqu'à 8 h le lendemain.
- Précisez que tout message reçu entre 18 h et 8 h pourra être ignoré sans conséquence.
- Rappelez l'esprit de cette loi qui privilégie le temps octroyé à la famille, aux amis ou à soi-même.
- Vous invitez également les employés à se déconnecter lors de la pause déjeuner en laissant téléphone et ordinateur dans leur bureau afin de partager des moments de convivialité.
- Annoncez que vous reviendrez vers eux pour connaître leurs sentiments suite à l'application de ces nouvelles mesures.

Présentation d'usage et formules de politesse. Ne mentionnez pas votre nom et ne signez pas.