



ESOL Skills
for Life

ESB Entry Level Award in ESOL Skills for Life

**(Speaking and Listening)
(Entry 3)
Assessor Booklet: Set A**



Task 1 – Exchange of Personal Information

Guide time: 6 minutes in total

- Assessor greets candidates and introduces him or herself
- Assessor invites candidates to ask each other personal information questions
- Candidate **A** asks Candidate **B** personal information questions
- Candidate **B** asks Candidate **A** personal information questions
- Assessor asks Candidate **A** personal information questions
- Assessor asks Candidate **B** personal information questions

Assessor's questions (to be used after candidates' exchange of personal information)

Example Topics

- Last weekend
- Next weekend

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Task 2 – Unprepared Talk

Guide time: 8 minutes in total

- Assessor gives Candidate **A** a topic to talk about for 2 minutes
- Assessor asks Candidate **B** to listen and ask Candidate **A** two questions after the talk
- Candidate **A** gives a 2 minute talk to assessor and Candidate **B**
- Candidate **B** asks **A** two questions related to the talk (Assessor may prompt Candidate **B**)
- Assessor may ask Candidate **A** further questions related to the talk
- Assessor gives Candidate **B** a topic to talk about for 2 minutes
- Assessor asks Candidate **A** to listen and ask Candidate **B** two questions after the talk
- Candidate **B** gives 2 minute talk to Assessor and Candidate **A**
- Candidate **A** asks **B** two questions related to the talk (Assessor may prompt Candidate **A**)
- Assessor may ask Candidate **B** further questions related to the talk

Example Topics for Task 2

- Places
- Shopping
- Who do you admire?
- Favourite leisure activity

Task 3 – Role Play

Guide time: 5 minutes in total

Assessor script:

“Now we’re going to do the role-play. This is the situation ...”

1. Booking a holiday

“You are at the travel agents.

Candidate A: You want to book a holiday.

Candidate B: You are a travel agent.

You can talk about places, flight times and prices.

Ask questions, give information and agree on a suitable holiday.”

2. Reporting a lost bag

“You are at a police station.

Candidate A: You have lost your bag.

Candidate B: You are a police officer.

You can talk about the bag, its contents and where it was lost.

Ask questions, give information and agree on a course of action.”

3. Returning faulty goods

“You are in a shop.

Candidate A: You want to return faulty goods.

Candidate B: You are a shop assistant.

You can talk about the goods, when they were bought and the problem.

Ask questions, give information and agree on an acceptable outcome.”

Task 4 – Listening and Discussion

Guide time: 10 minutes in total

4a Listening

Assessor script:

“This is the listening task. You are going to hear two texts. I will play the first text and you will answer questions, then I will play the second text and you will answer questions.

Now I will now play the first text.” (Assessor plays audio)

A: Hi Sam, I haven't seen you for ages. How are you?

B: Hi. I'm fine. How are things with you?

A: Actually, I'm really pleased to see you because I want your advice on a course at the college.

My ESOL class finishes on Thursday and I'll have some free time. I'm interested in learning more about making food from different countries. I love Italian food but I'm not sure how to make it. The course is quite expensive. It's fifty pounds in total, although you can pay in weekly instalments at five pounds a session and you have to buy all the ingredients. But at least I won't have to cook supper for the family on Thursdays!

B: It sounds great! I love cooking!

A: Yes, I'm sure my children will like the food. They love going to Pizza Palace when we're out shopping at the weekend. It's a ten week course, one evening a week, and it starts next month, so I'll have to enrol now. Why don't you enrol too?

Candidate A: *“Please answer Yes or No.”* (Assessor asks gist question 1)

1	Does the speaker want advice about an ESOL course?	No
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Candidate B: *“Please answer Yes or No.”* (Assessor asks gist question 2)

2	Does she want a part-time course?	Yes
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“Thank you. You will now listen to the text again. This time I’m going to give you some questions before you listen.”

Candidate A (Assessor gives detail question 1)

1	How much is the course?
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Candidate B (Assessor gives detail question 2)

2	When do the children go to Pizza Palace?
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“Please listen again”. (Assessor plays audio)

Candidate A (Assessor asks detail question 1, Candidate answers)

1	How much is the course?	£50
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Candidate B (Assessor asks detail question 2, Candidate answers)

2	When do the children go to Pizza Palace?	Weekend
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“Thank you.

I will now play the second text. Please listen and then answer the questions. “ (Assessor plays audio)

Dad, I don’t know if I’ll be able to do that course I was thinking about doing. The problem is that I don’t have my own laptop and I’ll have to go to the library to do my homework. It used to be open until ten o’clock on Wednesdays but now they close early because of funding cuts.

It’s quite expensive too because they charge 13 pence per page for printing. I can’t really afford that but I need this qualification because I want to work in an office. To work in an office you must be computer literate. I can use the Internet and send emails but I need to learn word processing and how to do spreadsheets.

What do you think I should do?

Candidate A: "Please answer Yes or No." (Assessor asks gist question 1)

1	Is the speaker talking about a health and safety course?	No
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Candidate B: "Please answer Yes or No." (Assessor asks gist question 2)

2	Does she have her own computer?	No
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"Thank you. You will now listen to the text again. This time I'm going to give you some questions before you listen."

Candidate A (Assessor gives detail question 1)

1	How much does printing cost at the library?
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Candidate B (Assessor gives detail question 2)

2	Why does she want to do the course?
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"Please listen again." (Assessor plays CD)

Candidate A (Assessor asks detail question 1, Candidate answers)

1	How much does printing cost at the library?	13 pence per page
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Candidate B (Assessor asks detail question 2, Candidate answers)

2	Why does she want to do the course?	To work in an office (or to learn word processing and how to do spreadsheets)
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"Thank you"

4b Discussion

Assessor script:

“I’d like to talk with you about courses that you’ve done in the past. Say what you liked or didn’t like about them and then make plans to go together to the college to enrol on a new course.”

(Assessor leads a short **3 minute** discussion with Candidate **A** and Candidate **B** around the topic from the second text.)

“This is the end of your assessment. Thank you.”

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