



ESOL Skills
for Life

ESB Level 2 Award in ESOL Skills for Life

**(Speaking and Listening)
Assessor Booklet: Set B**



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 about specific areas and report back to the assessor
- Candidate **A** asks Candidate **B** personal information questions
- Candidate **A** reports information back to assessor
- Candidate **B** asks Candidate **A** personal information questions
- Candidate **B** reports information back to assessor
- Assessor asks Candidates **A** and **B** further personal information questions.

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

Example Topics

- **Home and Family**
- **Hobbies, Interests and Travel**
- **Studies**

Task 2 – Presentation and Discussion

Guide time: 12 minutes in total

- Assessor asks Candidate **A** to give a presentation for 3 minutes
- Assessor asks Candidate **B** to listen and to ask candidate **A** three questions after the presentation
- Candidate **A** gives a 3 minute presentation to assessor and Candidate **B**
- Candidate **B** asks Candidate **A** three questions related to the presentation
- Assessor may ask Candidate **A** further questions related to the presentation
- Both Candidates **A** and **B** discuss the topic of the presentation for 2 minutes
- Assessor asks Candidate **B** to give a presentation for 3 minutes
- Assessor asks Candidate **A** to listen and to ask Candidate **B** three questions after the presentation
- Candidate **B** gives 3 minute presentation to assessor and Candidate **A**
- Candidate **A** asks Candidate **B** three questions related to the presentation
- Assessor may ask Candidate **B** further questions related to the presentation
- Both Candidates **A** and **B** discuss the topic of the presentation for 2 minutes

Topics

Candidates choose their topic which may include narratives, factual accounts, explanations and instructions, or descriptions of a process, person or place. Visual aids may be included.

Task 3 – Role Play

Guide time: 6 minutes in total

The Assessor sets up the role-play. The candidates ask questions and respond in either a formal or informal context.

Assessor script (prompts should be provided to the candidates):

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

1. Interviewing for a job

Candidate A you are an employer who needs a worker. Talk about your company, the job duties that will be involved and ask questions about Candidate **B**'s skills and experience. Invite and answer questions from **B**. Conclude formally.

Candidate B, you are being interviewed for a job. Say why the job attracts you and answer questions demonstrating your skills and experience. Ask questions about the work. Thank the employer and take leave formally.

2. Renting a room

Candidate A you own a house and want a lodger. Describe the room and the bathroom facilities. Ask **B** about his/ her lifestyle relevant to sharing your house, e.g. smoking and having visitors. State some rules which you expect **B** to keep, e.g. rent payment and no smoking. Then negotiate an agreement.

Candidate B you want to rent the room. Ask questions about the room and the contents that you need. Answer questions and give details about your lifestyle. You smoke. Listen to the rules and negotiate an agreement.

3. Handling staff complaints at work

(The assessor is to elicit an incident at work where a supervisor might blame or criticise a worker unfairly e.g. by blaming someone unfairly for an accident.)

Candidate A you are a manager of a business. You have been told that **B** has upset a worker in his/ her section. Ask for **B**'s account of the incident. Constructively criticise **B**'s way of handling the incident and suggest that **B** takes some training for dealing with staff.

Candidate B you are a supervisor of a section. You have upset a worker in your section by the way you dealt with an incident. Give your account of the incident. Respond to criticism. Agree that training would be useful.

Task 4 – Listening and Discussion

Guide time: 10 minutes

4a Listening

Assessor script:

“This is the listening task. You are going to hear a listening text. I will play one text and you will answer questions.”

“I’m now going to play the text. Please listen and answer the questions.” (Assessor plays audio)

Good evening. Welcome to City Radio and to our programme - ‘Televisions - do we need them?’

You may have heard on some of the news programmes recently or read in the papers, that the number of homes with a TV in the UK fell for the first time in 2014. Ofcom, the media controller in the UK, reported that after years of continual growth, the number of households that own televisions fell by 300,000 last year. Until 2013, the number of households owning one or more TV sets had risen steadily every year since 1956 when figures started being recorded.

So do you watch a television? If you do, how do you watch the programmes? Do you watch programmes on a tablet, a smart phone, a laptop or a TV set?

According to Ofcom, nearly one million homes have a broadband connection but no TV. This shows that many people are using other devices to watch catch-up programmes online or to watch programmes they cannot see on an ordinary television. That’s even with all the free channels on offer!

In addition, it has been estimated that the typical UK household may need a better internet connection to support all of the activities a family does online. On average, households or small businesses in the UK download the equivalent of 35 feature films in data each month which is 77% more than in 2013.

The report also found there were issues with the availability of broadband and of mobile phone coverage across the UK. Some urban areas, including parts of central London, have poor superfast broadband coverage.

So the lines are open, email or phone us now...what do you think? Are televisions on the way out? Is having a smart phone more important?

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

1	The programme is about the growth of the internet.	Yes
---	--	-----

Candidate B: *“Please answer Yes or No.”* (Assessor asks gist question 2)

2	The programme is about TV licence fees	No
---	--	----

“Thank you. You will now listen again to the text. I’m going to give you some questions before you listen.”

Candidate A (Assessor asks detail questions 1, 2 and 3)

1	What happened in 2014?
2	How many households don’t own a TV but have the internet?
3	What do people watch on other devices?

Candidate B (Assessor asks detail questions 4, 5 and 6)

4	What happened in 1956?
5	How can you contact the radio programme?
6	Which two areas have problems accessing superfast broadband?

“Please listen again.” (Assessor plays CD)

Candidate A (Assessor asks detail questions 1 and 2.)

1	What happened in 2014?	The number of households that own televisions fell
2	How many households don’t own a TV but have the internet?	One million
3	What do people watch on other devices?	Catch-up programmes online and programmes they can’t see on an ordinary television

Candidate B (assessor asks detail questions 3 and 4.)

4	What happened in 1956?	They started to record figures (about the number of households that owned TVs)
5	How can you contact the radio programme?	By email or phone
6	Which two areas have problems accessing superfast broadband?	Urban areas and parts of Central London

“Thank you.”

4b Discussion

“Now I’d like to finish the assessment with a discussion.”

(Assessor leads a 4 minute discussion with Candidate **A** and Candidate **B** around a topic from the text)

(At Level 2, the candidates are expected to arrive at a conclusion)

- Do you think every household needs a television or is it better to have other electronic devices?
- Or
- In many households, the television dominates the room. Discuss whether you think television should be this important.

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

English Speaking Board (International) Ltd.

9 Hattersley Court, Ormskirk
Lancashire L39 2AY
Tel: (+44) 01695 573439
Fax: (+44) 01695 228003
Web: www.esbuk.org
Email: admin@esbuk.org

©English Speaking Board (International) Ltd.

ESB reserves the right to change products and services periodically. Every effort has been made to ensure that Information contained in publications is fully accurate at the time of going to press, however, our most up to date versions of all publications / policies are to be found on our website www.esbuk.org

Registered in England Company No. 01269980
Registered as a Charity No. 272565
