



ESOL Skills
for Life

ESB Level 2 Award in ESOL Skills for Life

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



Task 1 – Exchange of Personal Information

Guide time: 6 minutes in total

- Assessor greets candidates and introduces him / herself
- Assessor invites candidates to ask each other personal information questions about specific areas
- 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)

Home and Family

- What makes a good friend?
- If you had the choice where would you live?
- What is your neighbourhood and community like?

Hobbies, Interests and Travel

- What would be your ideal weekend?
- Which famous person do you admire most? Why?
- Tell me about a long journey you have made.
- What activities do you enjoy? Why?

Work or Studies

- What work did you or someone you know do in your country?
- What ambitions do you have for the future?
- Do you have any plans for further study? What are they?

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

Examples of topics

Candidates have a choice of topics which may include narratives, factual accounts, explanations and instructions, or descriptions of a process, person or place.

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 Discussing home improvements

You are two flat mates discussing improvements for your home.

Candidate A: You want to re-paint your home in the same colour. You want to save money. You warn Candidate B about spending too much.

Candidate B: You want to make bigger changes with new wallpaper and new furniture. You reassure Candidate A about keeping to costs.

2 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.

3 Phoning about a sports booking for a youth group

Candidate A: You work with young people. You phone a sports centre to make a booking for a large group of people for two activities, e.g. swimming and badminton. When the receptionist cannot offer badminton, you are very disappointed. Listen to Candidate B's suggestions and choose another activity.

Candidate B: You are the receptionist at a sports centre. You cannot offer badminton. You suggest an alternative sport and persuade Candidate A to book volley ball or five a side football. You offer something extra, e.g. free coaching.

You both agree on the final booking.

Task 4 – Listening & Discussion

Guide time: 10 minutes

Task 4a - Listening

Assessor script:

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

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

Thank you for inviting me to put forward the reasons for signing the petition against moving Dewley Post Office to the newsagent's shop further away. As you know, many post offices are being moved to franchised offices or shops like WH Smith.

This move will mean that when you lose the post office, you will lose a dedicated specialist service to the community. A recent survey found that waiting times in the new, franchised places were longer than in the old post offices. Many people have a strong attachment to their local post office and those who work there. They feel the people they know deliver a better level of service. As you know, our post office has provided community services, such as help for vulnerable residents, giving informal advice, interpreting official letters, dealing with lost property and offering emotional support.

One disabled customer, who finds it very difficult to travel around, when he heard this post office was going to close, felt his only support would disappear. He said that at Dewley Post Office, he had felt like a real person instead of just a number. For him, having to go to a post office in a newsagent shop would make his life very difficult. Many people living in small towns where their local post office has been closed, have reported that the "heart had been taken out of their community".

So if you want to keep our post office, sign the petition and go to the consultation meetings. Don't let them change it!

Candidate A, please answer yes or no. (Assessor asks gist question 1)

1	The text is about a new shop.	No
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Candidate B, please answer yes or no. (Assessor asks gist question 2)

2	This text is about a local post office.	Yes
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Thank you. You will now listen again to the text. I'm going to give you some questions before you listen.

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

1	What is happening to many post offices?
2	What were the findings in the survey?
3	Which customer is particularly upset about the post office closure?

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

4	Why do people feel fond of their local post office?
5	What kind of community services can post offices provide? Name two.
6	What action does the speaker ask residents to take?

Please listen again. (Assessor plays audio)

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

1	What is happening to many post offices?	They are moving into offices or shops
2	What were the findings in the survey?	Waiting times were longer in the new post offices
3	Which customer is particularly upset about the post office closure?	A disabled customer

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

4	Why do people feel fond of their local post office?	They know the people. People think they give a better level of service
5	What kind of community services can post offices provide? Name two.	Help for residents / interpreting official letters / dealing with lost property / offering emotional support
6	What action does the speaker ask residents to take?	Sign the petition and go to meetings (both are required)

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 listening text)

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

Discuss how much you use the post office and whether it is important for you and your family to have one nearby. Give your views about how people could manage without having a post office nearby.

Or

Discuss whether you think small businesses really need to use post offices. Give your views about suitable alternatives to using a post office.

This is the end of your assessment. Thank you.

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