



ESOL Skills
for Life

ESB Entry Level Award in ESOL Skills for Life

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



Task 1 – Exchange of Personal Information

Guide time: 6 minutes in total

- Assessor greets candidate and introduces him / 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

Suggested assessor's questions

(To be used after candidates' exchange of personal information)

- Where did you use to live?
- When did you last visit ...?
- What did you do last weekend?
- What are your plans for this evening?
- What will you be cooking tonight?
- What are you doing next weekend?

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 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

Topics for Task 2

- A place you have visited
- An important past event
- Your last holiday
- A favourite book, film or TV programme
- A recent shopping trip
- Your country of origin
- A person you admire
- Your job or studies
- A hobby or interest
- Your favourite food

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 ... Training at work

1. Training at work

You work in a small company.

Candidate **A**: You are the staff manager. You want your staff to do some IT training.

Candidate **B**: You work in the office. You only have a small amount of money for training.

Candidates **A** and **B**: Discuss the importance of the training. Talk about how many people need the training and the cost, time and place.

Ask questions, give information and agree on a suitable plan.

2. Changing a booking in a restaurant

You are on the phone discussing a restaurant booking.

Candidate **A**: You have a restaurant booking for a family celebration. You need to change the date. You want to add 2 more people to your booking. They are both vegetarians.

Candidate **B**: You work at the restaurant. You are not happy about the short notice and the changes to the booking.

You can talk about the difficulty of seating so many people, the food requirements, day and time and the cost. Ask questions, give information and agree on a booking.

3. Planning a day trip

You are friends. You want to go to London (choose a suitable venue, e.g. Blackpool, seaside, theme park) for the day.

Candidate **A**: You don't know how to get there.

Candidate **B**: You have been before so know the way.

You can talk about when you will go, what you must take with you, costs and travel arrangements. Ask questions, give information and agree on an arrangement.

4. Updating a new home

You are friends.

Candidate **A**: You have just got a new house. It is old fashioned and needs decorating.

Candidate **A**: Tell **B** about your new house. You want advice and help. Give your ideas and suggestions to **B**.

Candidate **B**: Give your ideas and suggestions to **A**.

You can talk about what needs doing, how it will look, who will do what and when.

Ask questions, give information and agree on a plan to start the work.

5. Searching for a change of job

You are friends.

Candidate **A**: You want a new job. You don't know where to look or who to speak to. You want **B** to help you.

Candidate **B**: You have a new job. You have experience of looking for a job. You can help. You can talk about where to look, type or job, qualifications and experience.

Ask questions, give information and make an arrangement to look for a job together.

Task 4 – Listening & 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 one text and you will answer questions, then I will play the second text and you will answer questions.

I will now play the first text. (Assessor plays CD)

Hello, you've reached the voicemail of Soo Lin, I'm out of the office at the moment but please leave me a message and I'll get back to you as soon as possible.

Hi Soo, it's Patrick, just to let you know that I've put an advert in the local paper for the job vacancy in sales. It will be in next Tuesday's paper so I expect we'll get a lot of enquiries. I've asked anyone who's interested to phone the switchboard and then ask for extension 2150. Jan can answer the calls and arrange to send out application forms. If anyone asks you for information, just send them the usual information pack, but please take a note of their names and contact details. We may need to follow enquiries up in the future if the applicants aren't suitable. Thanks, Soo, see you later at the Social Club meeting.

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

1	Does Patrick want to employ staff?	Yes
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Candidate B, please answer yes or no. (Assessor asks gist question 2)

2	Does Patrick want to talk to Soo Lin?	Yes
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Thank you. You will now listen again to the text. This time I'm going to give you some questions before you listen.

To Candidate A (Assessor gives detail question 1)

1	When will the job be in the newspaper?
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To Candidate B (Assessor gives detail question 2)

2	What's the number to contact Jan?
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Please listen again. (Assessor plays CD)

To Candidate A (Assessor asks detail question 1. Candidate answers)

1	When will the job be in the newspaper?	(Next) Tuesday
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To Candidate B (Assessor asks detail question 2. Candidate answers)

2	What's the number to contact Jan?	2150
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Thank you

I will now play the second text. Please listen and then answer the questions.

(Assessor plays CD)

Hi Tanya, have you seen the ad in the Metro this morning for the sales assistant job at Stanton's? The money's not so good but the hours are OK and it's easy for me to travel there. I'd save a fortune on bus fares! My next door neighbour, Maria, works there in the staff restaurant and she really likes it. They have a great Sports and Social Club. They've even got their own bowling green and a really modern fitness centre, and all Stanton's employees get a half-price offer at the new swimming pool in the town centre. I think I'll contact them. I'm really fed up with my job at the moment. The customers are always complaining and I haven't had a pay rise for at least two years. I really need a change. I'm going to telephone for an application form and I'll let you know what happens.

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

1	Is the speaker talking about joining a gym?	No
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Candidate B, please answer yes or no. (Assessor asks gist question 2)

2	Is the speaker talking about applying for a new job?	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 gives detail question 1)

1	Who works at Stanton's?
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To Candidate B (Assessor gives detail question 2)

2	Where is the new swimming pool?
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Please listen again. (Assessor plays CD)

To Candidate A (Assessor asks detail question 1. Candidate answers.)

1	Who works at Stanton's?	Maria/ next door neighbour
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To Candidate B (Assessor asks detail question 2. Candidate answers.)

2	Where is the new swimming pool?	Town centre
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Thank you.

4b – Discussion

Assessor script:

I'd like to finish the assessment now with a discussion. (Assessor leads a short 3 minute discussion with Candidate **A** and Candidate **B** around a topic from the texts)

Say what you like or don't like to do, describe the last free time activity you did and make plans to take part in an activity together.

Or

Where would you look for a new job? Where can you get good advice about jobs in your area? Discuss the best way to look for a job. Make a plan to go together to look for a new job.

This is the end of your assessment. Thank you.

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