



ESOL Skills
for Life

ESB Level 1 Award in ESOL Skills for Life

(Speaking and Listening)
Assessor Booklet: Set E



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 and select information to report back to 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)

- What do you like or dislike about the place where you live now?
- Are there any good places for shopping near your house/flat?
- What interesting things are there to do in your town or city?
- What did you do last weekend?
- What plans do you have to travel?
- What kinds of things do you like to do when you are free?
- How do you travel to your workplace/college?
- What work would you like to do?
- What do you like about learning English?
- How important are computers in your life?

Task 2 – Presentation and Discussion

Guide time: 10 minutes in total

- Assessor instructs Candidate **A** to give a presentation for 3 minutes
- Assessor asks Candidate **B** to listen and to ask Candidate **A** 3 questions after the presentation
- Candidate **A** gives a 3-minute presentation to Assessor and Candidate **B**
- Candidate **B** asks Candidate **A** 3 questions related to the presentation
- Candidates **A** and **B** discuss the topic of the presentation for 1 minute
- Assessor instructs Candidate **B** to give a presentation for 3 minutes
- Assessor asks Candidate **A** to listen and to ask Candidate **B** 3 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
- Candidates **A** and **B** discuss the topic of the presentation for 1 minute
- The Assessor may ask questions after the candidates' presentations

Examples of topics

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

Task 3 – Role Play

Guide time: 5 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:

Now we're going to do the role-play. This is the situation...

1 Cancelling a driving lesson

This is a phone call.

Candidate A: You have a driving lesson and ring your instructor to cancel at the last minute. You explain the problems and ask for another lesson.

Candidate B: Ask for details but you are annoyed as there's no time to give the lesson to another person and A has done this before. You try to persuade A to attend the lesson and warn that s/he'll have to find a new doctor instructor.

Make a plan and agree on the next course of action.

2 Discussing travel to a new job

You are neighbours / friends.

Candidate A: You have been offered a new job in a different town/city. It is more money but the hours are longer and you are worried about how to travel there. You ask for advice.

Candidate B: You work in the different town/city. Ask questions, give advice and make suggestions.

Make a plan and agree on the next course of action.

3 Taking goods back to the shop

You are in a shop.

Candidate A: You are an unhappy customer. You bought a camera but it is not working properly. You would like a refund.

Candidate B: You are a shop assistant. You think the camera was working when the customer bought it. You want to exchange the camera, as a goodwill gesture, but not give a refund.

Make a plan and agree on the next step.

Task 4 – Listening & Discussion

Guide time: 10 minutes

Task 4a - Listening

Assessor script:

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

I'm now going to play the text. Please listen and then answer the questions. (Assessor plays audio)

Good afternoon. Thank you for coming to our special meeting about recycling. As you know we have called this meeting because a number of people are concerned that we, at the Council, empty the main bins every 2 weeks. The main concern for people has been in hot weather, when there is 2 weeks of rubbish waiting for collection.

We do need to recycle more. You should now have a wheelie bin for rubbish, a brown bin for garden stuff, then 2 more boxes - 1 for glass, tins and plastic and 1 for newspaper and cardboard.

The reason you now have the bins I spoke about, is to try and help you to think a little more about what you are buying and what you are throwing away. If everything goes into the wheelie bin for rubbish, it means that we cannot recycle it because that rubbish goes to a landfill site and either will never disappear or will take a long time to do so.

There are three main factors when thinking about how to recycle – the 3 R's: reduce, reuse and recycle. A large percentage of UK households still do not recycle enough and this resulted in the production of 30.5 million tonnes of waste in 2003/04 but only 17% was collected for recycling.

So we hope people will see recycling as an excellent way of saving energy and helping the environment.

So now's your chance. How can we help? I will take any questions now.

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

1	Is this a news programme?	No
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Candidate B, please answer yes or no. (Assessor asks gist question 2)

2	Is this a public meeting?	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 asks detail questions 1 and 2)

1	What were some people worried about?
2	What are the three things to remember for recycling?

Candidate B (Assessor asks detail questions 3 and 4)

3	Why does everyone have 2 bins and 2 boxes?
4	How much waste in 2003 - 2004 was collected for recycling?

Please listen again. (Assessor plays audio)

Candidate A (Assessor asks detail questions 1 and 2)

1	What were some people worried about?	The Council only empties the main bins every 2 weeks (especially in the summer) /Hot weather
2	What are the three things to remember for recycling?	The 3 Rs: reduce, reuse and recycle

Candidate B (Assessor asks detail questions 3 and 4)

3	Why does everyone have 2 bins and 2 boxes?	In order to think more about what you are throwing away.
4	How much waste in 2003 - 2004 was collected for recycling?	Only 17%

Thank you.

4b Discussion

Now I'd like to finish the assessment with a discussion about recycling. (Assessor leads a 4-minute discussion with Candidate **A** and Candidate **B** around a topic from the text)

- How could we produce less rubbish and waste? Discuss and agree on two useful ideas everyone could do and make a plan together to get others in your area involved in solving the problem of rubbish on the streets.

This is the end of your assessment. Thank you.

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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

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