



ESOL Skills
for Life

ESB Level 2 Award in ESOL Skills for Life

(Speaking and Listening)
Assessor Booklet: Set F



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)

- Who has been the greatest inspiration in your life so far?
- What is your neighbourhood and local community like?
- What recent activity have you done in your neighbourhood?
- What is your priority for the future, your work or the place where you live?
- What would be your ideal weekend?
- Tell me about an interesting place you have visited.
- Would you say that you enjoy sport? Why?
- If you could change one thing about your college / workplace, what would it be?
- 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 a 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:

1 Instructions about downloading music

You are friends.

Candidate A: You listened to some music (or saw an app) on **A**'s phone this morning and **A** told you how to download it. Now you cannot download the music/app. Ask advice about how to do it.

Candidate B: You told **B** about some music (or an app) that you downloaded onto your phone and let **B** listen to it this morning. Check with **B** about what s/he has done already. Then give some instructions about putting it right. Make an offer.

Negotiate and agree on the next step.

2 Phoning about a course e.g. childcare / hospitality / business

You are on the phone.

Candidate A: You want to apply for a course. The course details state that you need to have achieved GCSE English. You think you have the level of English needed for the course so try to persuade **B**, the course tutor, that you should be accepted onto the course.

Candidate B: You are a tutor of the course. Find out **A**'s contact details, experience, level of English and reasons for interest in the course. Answer questions about the course. Explain why the course requires GCSE English and make an offer.

Negotiate and agree on the next course of action.

3 Finding another tenant in a house share

You are in the house.

Candidate A: You rent a room at **B**'s house and you tell **A** about meeting a person with a wheelchair at work/college who is interested in renting a room. Respond to **B**'s attitude and answer questions about the person. Make some suggestions on how to adapt the house and get advice.

Candidate B: You own a house and need another lodger to help pay cover costs. You are annoyed with **A** for making arrangements without talking to you. Ask about the person but point out some difficulties and the need for special equipment

Negotiate and agree on the next step.

Task 4 – Listening and 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)

Interviewer: Well, Sam, you're through to the second interview.
Jobseeker: That's great! It's such a relief.
Interviewer: What we need to know now is just how committed you are to this organisation. Tell us what you have discovered about the company?
Jobseeker: Well, I know that the company was established thirty years ago, that there are just under a thousand employees and that you have offices all over the UK. Oh, and that you have plans to expand the business worldwide within the next five years.
Interviewer: Good. Would you be prepared to work anywhere in the UK?
Jobseeker: I'd really like to work locally, at head office, but if it was absolutely necessary I could travel, let's say, up to a fifty mile radius from home. I don't have a full driving licence. I can drive but I've not passed my test but I'm willing to travel by public transport. It gives me time to do some work on the journey.
Interviewer: What about moving house?
Jobseeker: That's not out of the question, but I would have to discuss it first with my wife and daughters.
Interviewer: What about hours of work? Could you do extra work at weekends or in the evenings?
Jobseeker: I don't have a problem with working longer hours occasionally as long as I could work from home.
Interviewer: And the weekends?
Jobseeker: Saturday would be OK but I always play football on Sundays. I'm the captain of the team so I can't miss it.

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

1	Is this an informal conversation.	No
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Candidate B, please answer yes or no. (Assessor asks gist question 2)

2	Is this about a driver's job.	No
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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	When was the company set up?
2	How could Sam travel to work?
3	What would Sam need to do if he had to move elsewhere?

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

4	Where would Sam prefer to work?
5	Where can Sam do extra work?
6	Why would working at weekends be difficult?

Please listen again. (Assessor plays CD)

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

1	When was the company set up?	30 years ago
2	How could Sam travel to work?	By public transport
3	What would Sam need to do if he had to move elsewhere?	He would need to talk to his wife and daughters

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

4	Where would Sam prefer to work?	At Head Office
5	Where can Sam do extra work?	At home
6	Why would working at weekends be difficult?	He plays football on Sundays and is the captain of the team

Thank you.

4b Discussion

I'd like to talk with you about interviews. (Assessor leads 4 minute discussion with Candidate A and Candidate B from the listening text)

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

Do you think it is important to make a good first impression at an interview? Discuss first impressions and the kind of preparation that is needed before an interview. Share your views and agree on at least 3 points.

This is the end of your assessment. Thank you.

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