



ESOL Skills
for Life

ESB Entry Level Award in ESOL Skills for Life

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



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)

- What are you going to do this afternoon / evening?
- What are you doing next weekend?
- How long have you been in the UK?
- Have you ever visited any other cities in the UK?
- Did you work in your country?
- What do you want to study next year?

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 talk

Topics for Task 2

- A place you've visited recently
- Your last college holiday
- A favourite book, film or TV programme
- A recent journey
- A country you know well
- A person who has helped you
- Your job or studies
- An important past event
- A hobby or interest

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 ...**

1. Complaining about a furniture delivery

You are on the phone.

Candidate A: You ring to complain about a mistake with the delivery of some furniture. You were sent the wrong sofa. You can talk about the poor service, how the furniture will be returned to the shop and when your new furniture will arrive.

Candidate B: You work in the furniture shop. Ask questions about the sofa, collecting the furniture and the day and time for the new delivery.

You must both ask questions, give information and make a plan.

2. Decorating a new home

You are friends.

Candidate A: You have just got a new house. It is old fashioned and needs decorating. Tell **B** about your new house. You want advice and help.

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.

You must both ask questions, give information and agree on a plan.

3. Reporting a stolen wallet / purse

You are in the supermarket.

Candidate A: Your wallet / purse has been stolen from your pocket / bag. Describe what was in it and where it was. Find out about CCTV cameras.

Candidate B: You work in the supermarket. Ask for information and talk about the stolen wallet / purse. Give advice about reporting the stolen wallet to the police.

You must both ask questions, give information and agree on a plan.

If the learners have not made a plan after 4 minutes, say: **Please agree on what you will both do next.**

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)

Good morning. City Hospital appointments office. How can I help you?

Oh yes. My name is Mrs Adams and I have an appointment with Mr Singh on Friday 2nd at ten fifteen in the morning but I wasn't expecting to see Mr Singh. Mrs Chan is my doctor, not Mr Singh.

I'm sorry about that. Unfortunately, Mr Singh is the only doctor available this month. All the other doctors are on holiday, including Mrs Chan. Should I leave your appointment as it is or book another one when Mrs Chan returns?

Well I'm not very happy about this really. I have already waited 3 months for this appointment so I can't wait another month. I suppose I'll have to keep the appointment with Mr Singh.

Right. That's fine. We'll see you on Friday.

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

1	Is this about an appointment with a nurse?	No
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Candidate B, please answer yes or no. (Assessor asks gist question 2)

2	Is the patient happy about the appointment?	No
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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	What time is the appointment?
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To Candidate B (Assessor gives detail question 2)

2	How long has Mrs Adams waited for her appointment?
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Please listen again. (Assessor plays CD)

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

1	What time is the appointment?	10.15
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To Candidate B (Assessor asks detail question 2, Candidate answers)

2	How long has Mrs Adams waited for her appointment?	3 months
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Thank you

I'm now going to play the second text. Please listen and then answer the questions.

(Assessor plays CD)

So Mrs Lucas, can you tell me about your experience of working in a chemist shop, please?

Yes, I worked in a large chemist for 4 years until we moved here, to Nottingham, just 2 weeks ago. I worked with prescriptions and also serving customers. I worked 3 days a week and also some evenings and weekends.

OK, that sounds good. Tell me what skills you think are important for this job.

Well, you need to be friendly and helpful. Customers like to see a smile when they are served. Also you need to be careful to speak quietly to the customers as they may not want everyone to hear personal conversations.

And finally, when would you be able to start work Mrs Lucas?

I can start right away!

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

1	Is this an interview for a job?	Yes
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Candidate B, please answer yes or no. (Assessor asks gist question 2)

2	Is this about a new chemist shop?	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 gives detail question 1)

1	When can Mrs Lucas start work?
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To Candidate B (Assessor gives detail question 2)

2	How long has Mrs Lucas lived in Nottingham?
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Please listen again. (Assessor plays CD)

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

1	When can Mrs Lucas start work?	Right away
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Candidate B (Assessor asks detail question 2, Candidate answers)

2	How long has Mrs Lucas lived in Nottingham?	2 weeks
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Thank you.

4b Discussion

Now I'd like to talk with you about jobs. What job would you like to do in the future? Why do you think it would be a good job for you? What must you do before you can apply for this job, e.g. qualifications, experience?

Assessor leads a short 3-minute discussion with Candidate **A** and Candidate **B** around the topic from the second text.

This is the end of your assessment. Thank you.

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