

# **ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) (Entry 3)**

## **Sample Set O**

## Task 1 – Exchange of Personal Information

**Guide time: 6 minutes in total**

- Assessor greets learner and introduces him/herself
- Assessor invites learners to ask each other personal information questions
- Learner **A** asks Learner **B** personal information questions
- Learner **B** asks Learner **A** personal information questions
- Assessor asks Learner **A** personal information questions
- Assessor asks Learner **B** personal information questions

### **Suggested assessor's questions**

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

- Where did you use to live?
- What do you like or not like about the area you live in?
- Did you go to school in your country? What did you study?
- What course did you do last year?
- What job would you like to do in the future?
- Have you ever visited another place in the UK?

## Task 2 – Unprepared Talk

**Guide time: 8 minutes in total**

- Assessor gives Learner **A** a topic to talk about for 2 minutes
- Assessor asks Learner **B** to listen and ask Learner **A** two questions after the talk
- Learner **A** gives a 2-minute talk to Assessor and Learner **B**
- Learner **B** asks **A** two questions related to the talk (Assessor may prompt Learner **B**)
- Assessor may ask Learner **A** further questions related to the talk
- Assessor gives Learner **B** a topic to talk about for 2 minutes
- Assessor asks Learner **A** to listen and ask Learner **B** two questions after the talk
- Learner **B** gives a 2-minute talk to Assessor and Learner **A**
- Learner **A** asks **B** two questions related to the talk (Assessor may prompt Learner **A**)
- Assessor may ask Learner **B** further questions related to talk

### Suggested topics for Task 2

- A place you have visited in the past – this can be in your country or in the UK
- A favourite book, film or TV programme
- A recent shopping trip
- A person you like and respect
- The advantages and disadvantages of mobile phones
- What you have studied and what you would like to study in the future

## 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 ...**

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

### **1 Complaining about a new table**

You are in a furniture shop.

**Learner A:** You had a new table delivered yesterday. You want to complain about the quality of the table. The table was also damaged during the delivery. Ask questions about what **B** can do.

**Learner B:** You work in the furniture shop. Ask questions about the table and the delivery. Agree to replace the table.

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

### **2 Joining a new class**

You are at college.

**Learner A:** You are interested in a maths course you heard about. You want to join the course. Ask questions about the dates, cost and qualification. Give information about your experience.

**Learner B:** You are the course tutor. Ask questions about **A**'s experience and qualifications. Give information about the course. Tell **A** how to apply and the final date for applications on the website.

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

### **3 Late delivery**

You are on the phone.

**Learner A:** You are the customer. You ordered an item for delivery. You were told it would arrive before 2pm but it's late. You are not happy about this. Give information and ask questions about the delivery problem and delivery time. Wait for a return call and then agree to the new delivery time.

**Learner B:** You work for the delivery company. Ask questions about the item and delivery information. Promise to find out where the driver is and arrange to call back. Ring Learner **A**, apologise and give a reason for the delay.

You must both ask questions, give information and make 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)

Alex (Male)	Good morning. Stockton Electricity. Alex speaking. How can I help you?
Mrs Gomez (Female)	My name is Mrs Gomez and my account number is 776831. I had a bill from you yesterday. I think there is a mistake. It's a lot more than I usually pay.
Alex	OK, I have your details on the computer now. I can see you have a bill for £250.00. It's correct. You gave us your meter reading and we worked out how much you owe.
Mrs Gomez	I understand, but I think I gave you the wrong number. It should be 21456.
Alex	Oh yes. I can see now. I'll put this correct reading on your account and send a new bill. You should get it next week.
Mrs Gomez	What's the quickest way to pay my bill?
Alex	I suggest you pay online. Thank you for letting us know Mrs Gomez.
Mrs Gomez	That's OK. It was my fault.

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

1	Is this about an electricity bill?	Yes
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**Learner B, please answer yes or no.** (Assessor asks gist question 2)

2	Is this about a mistake?	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 Learner A (Assessor gives detail question 1)

1	<b>When will Mrs Gomez get her bill?</b>
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To Learner B (Assessor gives detail question 2)

2	<b>What is the quickest way to pay the bill?</b>
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**Please listen again.** (Assessor plays CD)

To Learner A (Assessor asks detail question 1)

1	<b>When will Mrs Gomez get her bill?</b>
---	--

<b>Next week</b>
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To Learner B (Assessor asks detail question 2)

2	<b>What is the quickest way to pay the bill?</b>
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<b>Online</b>
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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)

(Male)

Good morning. This is the 9 o'clock traffic and weather on radio Somerset.

The roads are very busy today, mainly because of road works in Lower Acton. Cooks Lane is closed for repairs and drivers are using Cedar Lane. There are long queues at the traffic lights.

The M19, going north, is very busy because of the summer festival at West Heath. There is a 50-mile-an-hour speed limit between exit 6 and exit 8.

This morning we have some sun and one or two showers early on. Around mid-morning we are expecting some strong winds and it will be cold. Heavy rain is due this afternoon. If you are using the motorway, please drive slowly and safely. Now, over to Dan for the latest news in your area.

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

1	<b>Is this a television programme?</b>
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<b>No</b>
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**Learner B, please answer yes or no.** (Assessor asks gist question 2)

2	<b>Is this about bad weather?</b>
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<b>Yes</b>
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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 Learner A (Assessor gives detail question 1)

1	<b>Why is the M19 very busy?</b>
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To Learner B (Assessor gives detail question 2)

2	<b>What will the weather be like mid-morning?</b>
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**Please listen again.** (Assessor plays CD)

To Learner A (Assessor asks detail question 1, Learner replies)

1	<b>Why is the M19 very busy?</b>	<b>Summer festival</b>
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To Learner B (Assessor asks detail question 2, Learner replies)

2	<b>What will the weather be like mid-morning?</b>	<b>Strong winds and cold</b>
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**Thank you.**

#### **4b Discussion**

**Now I'd like to talk with you about your bills/traffic.** (Assessor leads a short 3-minute discussion with Learner A and Learner B around the topic of customer service and work.)

Suggested topics for discussion:

**Is your electricity expensive? Some electricity companies are cheaper than others. How do you pay your bills? How can you find out which companies are cheap?**

Or

**Do you think there is too much traffic on the roads today? Is it busy around your schools and shops? How can you help to reduce the traffic in your area?**

**This is the end of your assessment. Thank you.**

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