

ESOL Skills for Life  
RQF Level: Entry 3

Assessor Booklet - Speaking and Listening  
Sample Version

INSTRUCTIONS FOR CENTRES:

- This assessment takes approximately 25 minutes to complete.
- Each task can be undertaken separately
- Tasks 2 and 3 need to be audio recorded

### Guidelines to Assessor:

- ✓ The script delivery should be appropriate to the Candidate level – at Entry 2 the Assessor should speak clearly at natural speed.
- ✓ If a Candidate requires reasonable adjustments, please refer to the specific guidelines provided by Gatehouse Awards.
- ✓ To enable the Candidate to perform to the maximum of their ability, the Assessor should maintain a friendly and relaxed approach at all times.
- ✓ If the Candidate asks any questions at the beginning of any of the tasks, answer them as fully and clearly as possible

### Task 1

- ✓ A maximum of 12 Candidates can take Task 1 at the same time, provided that they cannot see each other's scripts
- ✓ The Assessor is only responsible for introducing the task. Once the recording is started, further instructions to Candidates, as well as any required pauses, are included in the recording
- ✓ Ensure that the distance between the Candidates is at least 1.25 metres, and that the Candidates do not talk to each other or look at each other's answers during this task

### Task 2 & 3

- ✓ The Assessor should not echo or rephrase Candidates' answers.
- ✓ The Assessor should not correct Candidates' mistakes
- ✓ The Assessor should not provide vocabulary to the Candidate
- ✓ The Assessor should keep their own input to a minimum, instead they should give Candidates the opportunity to speak and finish their sentences.
- ✓ The Assessor should not give any indication of a Candidate's performance, for example 'fine', 'good' or 'that's great'. 'Thank you' is the preferred response.

### Task 2

- ✓ The role play has been designed in such a way that the Assessor should be able to follow the script throughout the task. If, however, a Candidate provides a response that falls outside the predicted scenario, the Assessor should use their own initiative to bring the conversation back to the intended scenario, using language appropriate to the level.
- ✓ It is important to ensure that the same number of turns specified by the script are elicited from the Candidate as part of this task.

### Task 3

- ✓ There should be 2 Candidates and the Assessor participating in this task
- ✓ The Assessor should ensure that the Candidates adhere to the guideline times by firstly monitoring this using a silent clock or stopwatch. If the Candidates significantly fall short or exceed the stated time, the Assessor should prompt them gently to either continue or politely end the task at an appropriate moment.
- ✓ The Assessor should engage both Candidates in the discussion and move it forward where necessary, ensuring that the Candidates do not substantially deviate from the topic
- ✓ If there is a pronounced difference between the Candidates' levels of ability, the Assessor must participate in the discussion fully to ensure that neither Candidate is disadvantaged. If this is the case, the guide time can be exceeded

**Task 1 – Listening** *[Guide time: approx. 8 minutes]*

You will hear two short recordings two times, and answer five questions about each. Answer the questions in your Candidate Booklet.

If you have any questions about this task you can ask me now. *[Allow time to answer any questions the Candidates may have]*

Now read the questions *[start the recording]*.

**Part A**

*[The recording allows 30 seconds to read questions 1-5 before hearing the recording, and then a further 30 seconds of reading time before the recording plays again.]*

*[For reference, the content of Task 1 in the Candidate Booklet is reproduced below]*

1. What is this message about?

- a) Creating new jobs.
- b) Increasing pay rates.
- c) Training courses in Redford.

2. What does Darnby's make?

\_\_\_\_\_

3. The number of people without jobs in Redford is \_\_\_\_\_ the rest of the country.

- a) higher than
- b) lower than
- c) the same as

4. Where does Amir work?

- a) At the Radio station.
- b) For Darnaby's.
- c) He's unemployed.

5. Where can you find the application form?

\_\_\_\_\_

**Part B**

*[The recording allows 30 seconds to read questions 6-10 before hearing the recording, and then a further 30 seconds of reading time before the recording plays again.]*

6. Which is correct?

- a) Mark has a new job.
- b) Linda is giving Mark a job.
- c) Mark wants a new job.

7. What job does Mark say he didn't have the experience for?

\_\_\_\_\_

8. What does Mark need to do tonight?

- a) Write a letter.
- b) Update his CV.
- c) Read the newspaper.

9. How should Mark send the application form?

- a) By email.
- b) In the post.
- c) Linda will take it.

10. How long will it take for the HR department to respond?

\_\_\_\_\_

SAMPLE

Before you start reading the Assessor script for Tasks 2 and 3, activate the digital audio recording equipment and record the information in the box.

If the tasks are recorded separately, the information should be read out at the beginning of each recording.

Follow the script below shown in **bold**, instructions to the Assessor are shown in *[italics and brackets]*.

**Hello, my name is *[insert your name]*. What is your name?**

***[Insert Candidate's name]*, this is your **Entry Level 3** assessment in **Speaking and Listening**.**

**Today's date is *[insert date]*, and we are at *insert Centre / Hub name*.**

**Are you ready to start?**

## Task 2 – Role Play *[Guide time: approx. 5 minutes]*

In this task, you will take part in a role play with me.

*[Hand over the attached Task Sheet to the Candidate]* You have applied for a job as a receptionist and you are now at the interview. I will start. You will ask me some questions at the end *[point to the relevant section of the Task Sheet]*.

If you have any questions about this task you can ask me now. *[Allow time to answer any questions the Candidate may have]*

- ⇒ Hello *[Insert Candidate's name]*. Thank you for coming today. So you are applying for the job of the receptionist. First, I am going to ask you some questions, and then you can ask me anything you want to know about this job. Is that ok?
- ⇒ *[Candidate responds]*
- ⇒ Firstly, can you tell me about your work experience.
- ⇒ *[Candidate responds – Assessor asks one additional question referring back to what the Candidate has said]*
- ⇒ What qualities make you a strong candidate for this role? Why do you think you will be a good receptionist?
- ⇒ *[Candidate responds – Assessor asks one additional question referring back to what the Candidate has said]*
- ⇒ What days are you able to work?
- ⇒ *[Candidate responds]*
- ⇒ Thank you. Would you like to ask me any questions?
  - *Candidate should ask about:*
  - *The start date [1<sup>st</sup> of next month]*
  - *The pay [£8 per hour]*
  - *The working hours [Part-time, 16 hours per week]*
  - *[Provide appropriate answers as given above]*
- ⇒ Ok, thank you for coming here today. We will contact you before the end of the week. What is the best way to contact you?
- ⇒ Thank you *[collect the Task Sheet from the Candidate]*.

End of Task 2.

### Task 3 – Discussion (Guide time: approx. 10 minutes)

*[Look at Candidate A]* Can you tell us your name?

*[Look at Candidate B]* And what is your name, please?

In this task, we are all going to take part in a discussion. You both work together. Your team did very well at work, and your manager has a budget of £200 to spend on the team. You need to decide how the money should be spent.

Here are some ideas you can use as part of the discussion *[Hand out the attached Task Sheets to both Candidates]*. You will need to agree on two ideas that you will present to the manager.

If you have any questions about this task you can ask me now. *[Allow time to answer any questions the Candidates may have]*

You have one minute to think about this topic before we start.

- Allow the Candidates up to 1 minute to think about the task.
- When the Candidates appear to be ready, prompt them by saying: 'OK, we are going to start now. *[insert Candidate's A name]*, **what do you think?**'
- Engage both Candidates in the discussion.
- Ensure that each Candidate talks about their ideas, presents reasons and justifications, and refers to what the other Candidate has said
- Ensure that each Candidate asks at least one question.
- Ensure that the Candidates agree on two ideas they want to present to the manager

Below are the ideas that the Candidates should present, they can be used as verbal prompts if the discussion between the Candidates halts:

#### Candidate A:

- A restaurant meal for the team.
- Donation to charity.
- Buy every member of the team a gift.
- Candidate can also come up with their own ideas.

#### Candidate B:

- Divide money between the members of the team.
- Buy some nice things for the office.
- Going to a football match.
- Candidate can also come up with their own ideas.

## TASK SHEET – CANDIDATE A

### Task 2

You are going to take part in a role play with the Assessor.

You have applied for a job as a receptionist at a local college. Now, you are attending the interview. You need to:

- Answer all the questions, giving details where appropriate
- Find out about the start date of the job
- Find out about the pay
- Find out about the hours of work

### Task 3

You and the other Candidate are work colleagues. Your team did very well at work, and your manager has a budget of £200 to spend on the team. You need to discuss some ideas with the other Candidate, and recommend two of them to your manager.

Here are some ideas you can use, but you can also suggest your own:

- A restaurant meal for the team.
- Donation to charity.
- Buy every member of the team a gift.

Remember to:

- Express your opinions.
- Support and justify your opinions.
- Express views about the other Candidate's ideas.
- Ask questions.
- Agree on two ideas to present to your manager.

## TASK SHEET – CANDIDATE B

### Task 2

You are going to take part in a role play with the Assessor.

You have applied for a job as a receptionist at a local college. Now, you are attending the interview. You need to:

- Answer all the questions, giving details where appropriate
- Find out about the start date of the job
- Find out about the pay
- Find out about the hours of work

### Task 3

You and the other Candidate are work colleagues. Your team did very well at work, and your manager has a budget of £200 to spend on the team. You need to discuss some ideas with the other candidate, and recommend two of them to your manager.

Here are some ideas you can use, but you can also suggest your own:

- Divide money between the members of the team
- Buy some nice things for the office
- Going to a football match

Remember to:

- Express your opinions.
- Support and justify your opinions.
- Express views about the other Candidate's ideas.
- Ask questions.
- Agree on two ideas to present to your manager.