Practice Listening Tasks for

CERTIFICATE I IN
SPOKEN AND WRITTEN ENGLISH

A resource for teachers

By Veronica Ribbons, Michelle Marzo, Jenny Davis
Practice Listening Tasks for
CERTIFICATE I IN
SPOKEN AND WRITTEN ENGLISH

Veronica Ribbons, Michelle Marzo, Jenny Davis.
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INTRODUCTION

Practice Listening Tasks for Certificate I in Spoken and Written English

This book provides listening practice tasks for use in the ESL classroom. The tasks are aligned to the 2013 Certificate I in Spoken and Written English. There are up to six tasks for each of the six listening outcomes in the certificate. Each task consists of a listening, the transcript and comprehension questions with answer key.

The tasks are designed for students settling in Australia. The listening texts cover topics students may find useful or interesting in their first year of life in Australia. The themes can be discussed and expanded on in class, prior to, or following the listening tasks.
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CSWE 1  Module C
Comprehending short transactional exchanges
Teacher’s Instructions

The listening practice tasks are designed as teaching tools in preparation for testing. The length and degree of task difficulty varies. Choose a task appropriate to learner needs.

As an extension to the listening, the texts can be used to build on vocabulary and grammar, and to introduce settlement topics.

- Before listening to the task, tell learners to read the instructions and answer the questions as they listen.
- Check to see if learners have understood the questions.
- Inform learners which questions they must answer correctly (see answer key).
- Dictionaries are allowed.
- Grammar and spelling does not need to be correct as long as the meaning is clear.
- Answers can be written or spoken.
- Provide appropriate feedback once the listening exercise is completed.
CSWE 1 Module C Learning Outcome 1:
Demonstrate understanding of a short spoken transaction

Practice Task 1:
At the checkout

CD: Track 1

Name: ___________________________ Date: _______________

Answer the questions as you listen. You will hear the recording three times.

1. What does the customer give the cashier? _________________
2. How many mangoes does she buy? _________________
3. She buys mangoes and _________________________
4. How much does she pay? __________________________
5. How does she pay? _________________________________

6. Tick (✓) the correct answer

This conversation is at

[ ] a cafe
[ ] the supermarket
[ ] the airport
[ ] the medical centre
7. Tick (✔️) the correct answer

The customer is

- paying for groceries
- ordering food
- booking tickets
- making an appointment
Transcript

Cashier  Good Morning.  How are you today?
Customer  Good thanks, and you?
Cashier  Oh not too bad.  Are you using your own bags?
Customer  Yes.  Here they are.
Cashier  Thank you.
Would you like the meat in a separate bag?
Customer  Yes please.
Cashier  There are only two mangoes here.
Would you like another one?  If you get a third mango it's free.
Customer  Oh thank you.  I'll quickly nip back and get the third one.
Cashier  OK.  No problem.
Do you have a flybys card?
Customer  Yes I do.  Here it is.
Cashier  That's $64.24.  How would you like to pay?
Customer  By card.
Cashier  Credit, cheque or savings?
Customer  Savings.
Cashier  Would you like the receipt?
Customer  Yes please.
Cashier  Here you are.
Customer  Thanks.  Bye.
**Answer Key**

In order to achieve the learning outcome, learners must identify the social context and topic Q6 & Q7, and locate at least 4 other pieces of information. Note that sentences need not be grammatically correct or in sentence form but errors must not interfere with meaning.

1. bags/shopping bags
2. 3
3. meat
4. $64.24
5. by (bank) card, card savings account
6. at the supermarket
7. paying for groceries
CSWE 1 Module C Learning Outcome 1:
Demonstrate understanding of a short spoken transaction

Practice Task 2:
At the information counter  
CD: Track 2

Name: ___________________________  Date: ______________

Answer the questions as you listen. You will hear the recording three times.

1. The customer is a _______ time _______.

2. The customer gives the man a completed _______.

3. How much is the card? _________________.

4. What is the minimum credit the customer can add? _______.

5. How much does the customer pay? __________________

6. Tick (✓) the correct answer

The customer is

☐ buying a Smart Rider
☐ buying a student card
☐ applying for a credit card
☐ applying for full-time class
Transcript

Transperth  Hello. How can I help you?
Customer  I’d like to buy a Smart Rider please.
Transperth  Do you have a concession card?
Customer  No, but I am a student.
Transperth  Are you a full-time student?
Customer  No, part-time.
Transperth  I’m sorry, only full-time students get a discount.
Customer  Oh that’s a shame. Here’s the completed form.
Transperth  Thank you. Oh, I see you turn 61 next year. Once you are 61 years old you can apply for a Senior’s card, then travel is discounted or free.
Customer  Oh. Thank you.
Transperth  That’s $10 for the card and how much credit would you like to add? There’s a minimum of $10.
Customer  I’ll add $40.
Transperth  That’s $50 altogether please.
Customer  Here you are.
Transperth  Thank you. Here’s your card and receipt. It has $40 credit and is ready to use.
Customer  Thank you. Goodbye.
Answer Key

In order to achieve the learning outcome, learners must identify the social context and topic Q6, and locate at least 4 other pieces of information. Note that sentences need not be grammatically correct or in sentence form, but errors must not interfere with meaning.

1. part-time student
2. form
3. $10
4. $10
5. $50
6. buying a Smart Rider
Name: ___________________________ Date: _______________

Answer the questions as you listen. You will hear the recording three times.

Tick (✔️) the correct answer

1. Taktoom wants to join

☐ a chat room
☐ the gym
☐ her boyfriend Jim
☐ a jam-making club

2. First she must do a

☐ fat test
☐ fitness test
☐ fun test
☐ blood test
3. Taktoom needs to make the appointment

☐ before school
☐ after lunch
☐ in the morning
☐ after school

4. Her appointment is for

☐ Friday 21st October
☐ Thursday 30th October
☐ Friday 30th October
☐ Thursday 30th November

*Write a word in the space and answer the questions.*

5. She puts it in her ____________ diary so she doesn’t forget.

6. What is Taktoom’s surname?

__________________________________________

7. What is her contact number?

__________________________________________
Transcript

Taktoom Hello, umm, I just wanted to join the gym please.
Receptionist Of course. Have you had a fitness test yet?
Taktoom No, I haven't. Why do I need that?
Receptionist Well, we make a programme for you, so you don't hurt yourself or have a heart attack or something.
Taktoom Oh… (laughing) I’d better have one then!
Receptionist Would you like to make an appointment for tomorrow?
Taktoom Okay.
Receptionist Can we make it for 5 o'clock?
Taktoom The morning would be better. After the children go to school.
Receptionist Okay. Ummm….How about Friday morning at 11am?
Taktoom Yes, that’s fine.
Receptionist So that’s Friday, 30th of October at 11am. You’ll be with the trainer, Jason.
Taktoom Okay, I'll put it in my phone diary so I don’t forget.
Receptionist Can you give me your full name please?
Taktoom Yes. Taktoom Hemmati.
Receptionist H-E-double M-A-T-I . Thanks. And a contact number please.
Taktoom Yes. It’s 0-double 4-0-double 4-6-Doub1-2.
Receptionist So that’s 0-4-4-0-4-4-6-1-1-2. And if you can’t make it, can you please let us know?
Taktoom: Sure. No problem. Okay, see you tomorrow then.
Receptionist: Yes. See you tomorrow at 11.

**Answer Key**

In order to achieve this outcome, learners must identify the social context and topic (Q1) and locate 4 other pieces of information.

Note that sentences need not be grammatically correct or in sentence form but errors shouldn’t interfere with meaning.

1. the gym
2. fitness test
3. in the morning
4. Friday 30th October
5. phone
6. Hemmati
7. 0440 446 112
CSWE 1 Module C Learning Outcome 1:
Demonstrate understanding of a short spoken transaction

Practice Task 4:
Getting a blood test  CD: Track 4

Name: ___________________________  Date: ______________

Answer the questions as you listen. You will hear the recording three times.

Tick (✔) the correct answer or write a word in the space.

1. Moses is having a test for
   - [ ] pregnancy
   - [ ] dieting
   - [ ] dancing
   - [ ] diabetes

2. This is the ___________________________diabetes test for Moses.

3. Moses
   - [ ] loves blood tests
   - [ ] likes blood tests
   - [ ] dislikes blood tests
   - [ ] hates blood tests
4. He feels really, really ______________ so he drinks a lot.

5. He has to go to the toilet a lot
   - [ ] at dinner time
   - [ ] at lunch time
   - [ ] at night time
   - [ ] all the time

6. They’ll send the results to the ________________________.

7. He needs to ring the doctor’s surgery on
   - [ ] Wednesday
   - [ ] a weekday
   - [ ] the weekend
   - [ ] tomorrow
Transcript

Phlebotomist  Oh, hello. Moses is it?
Moses        Yes.
Phlebotomist  Would you like to come this way?
Moses        Sure.
Phlebotomist  Okay, just take a seat. So, the doctor has asked us to test you for diabetes.
Moses        Yes.
Phlebotomist  And have you been tested for diabetes before?
Moses        No, it’s the first time.
Phlebotomist  Okay… Just lie down on the table there, please.
Moses        I hate blood tests.
Phlebotomist  I think everyone does, but it won’t hurt. You might just feel a little pinprick.
Moses        Okay.
Phlebotomist  So Moses, you’ve been feeling tired and thirsty, have you?
Moses        Yes, really, really thirsty. I drink a lot so I have to go to the toilet all the time.
Phlebotomist  At night time?
Moses        All the time. I don’t get any sleep.
Phlebotomist  Oh, that’s no good. Okay, I think we have enough blood. Do you feel okay to sit up or do you want to stay lying down for a bit.
Moses        No, I’m fine thanks. I’ll get up. Um, when will I get the results?
Phlebotomist  We’ll send them to your doctor. She should have them the day after tomorrow.
Moses: Will I need to make an appointment to get them?
Phlebotomist: Only if there’s a problem. Just ring her surgery on Wednesday.
Moses: Okay.
Phlebotomist: Okay Moses, that’s it. I hope we can find out what the problem is, so you can get better soon.
Moses: So do I. Thanks a lot.
Phlebotomist: No worries. Have a lovely day.
Phlebotomist: Bye.

**Answer Key**

In order to achieve this outcome, learners must identify the social context and topic (Q1) and locate 4 other pieces of information. Note that sentences need not be grammatically correct or in sentence form, but errors shouldn’t interfere with meaning.

1. diabetes
2. first
3. hates blood tests
4. thirsty
5. all the time
6. doctor
7. Wednesday
CSWE 1 Module C  Learning Outcome 1:
Demonstrate understanding of a short spoken transaction

Practice Task 5:
Driving lesson  CD:  Track 5

Name: ___________________________  Date: _______________

Answer the questions as you listen. You will hear the recording three times.

Tick (✔) the correct answer

1. This text is about

☐ English lessons
☐ cooking lessons
☐ driving lessons
☐ diving lessons

2. What time will Ivana start her driving lesson

☐ pm
☐ .15 pm
☐ .30 pm
☐ .45 pm

3. How much does the one hour driving lesson cost?

_______________________________________________________
4. What is Ivana’s family name?

_____________________________________________________

5. Complete Ivana’s phone number

9266__________________________________________________________

6. Ivana’s driving instructor’s name is

☐ Tim
☐ Tran
☐ Ted
☐ Tom

7. When will Ivana’s instructor call her?

☐ today
☐ Thursday
☐ Tuesday
☐ tomorrow
## Transcript

<table>
<thead>
<tr>
<th>Receptionist</th>
<th>Hello, Safety First Driving Academy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ivana</td>
<td>Yes, hello. I’d like to book a driving lesson please.</td>
</tr>
<tr>
<td>Receptionist</td>
<td>Certainly, when would you like to begin?</td>
</tr>
<tr>
<td>Ivana</td>
<td>I can start any day.</td>
</tr>
<tr>
<td>Receptionist</td>
<td>And what time is good for you?</td>
</tr>
<tr>
<td>Ivana</td>
<td>After my English class is best for me. My class finishes at 1 o’clock.</td>
</tr>
<tr>
<td>Receptionist</td>
<td>So is 1.15 ok?</td>
</tr>
<tr>
<td>Ivana</td>
<td>Yes that’s great.</td>
</tr>
<tr>
<td>Receptionist</td>
<td>The instructor can pick you up after your class.</td>
</tr>
<tr>
<td>Ivana</td>
<td>Could you tell me how much a driving lesson costs?</td>
</tr>
<tr>
<td>Receptionist</td>
<td>Yes, $60 for 1 hour.</td>
</tr>
<tr>
<td>Ivana</td>
<td>OK, that’s fine.</td>
</tr>
<tr>
<td>Receptionist</td>
<td>Can I get your name and phone number and I’ll get the instructor to contact you. You can organise your lessons and payment with him.</td>
</tr>
<tr>
<td>Ivana</td>
<td>My name is Ivana and my family name is Petrov. PETROV. My phone number is 9266 9385. That’s 9266 9385.</td>
</tr>
<tr>
<td>Receptionist</td>
<td>Ok. Perfect. Your instructor’s name is Tom and he will call you today.</td>
</tr>
<tr>
<td>Ivana</td>
<td>Good. Thank you very much.</td>
</tr>
<tr>
<td>Receptionist</td>
<td>You’re welcome.</td>
</tr>
<tr>
<td>Ivana</td>
<td>Goodbye</td>
</tr>
<tr>
<td>Receptionist</td>
<td>Bye</td>
</tr>
</tbody>
</table>
Answer Key

In order to achieve this outcome, learners must identify the social context and topic (Q1) and locate 4 other pieces of information. Note that sentences need not be grammatically correct or in sentence form, but errors shouldn’t interfere with meaning.

1. booking driving lessons
2. 1.15 pm
3. $60
4. Petrov
5. 9266 9385
6. Tom
7. today
CSWE 1 Module C Learning Outcome 1:
Demonstrate understanding of a short spoken transaction

Practice Task 6:
Buying a dictionary

Name: ___________________________ Date: ________________

Answer the questions as you listen. You will hear the recording three times.

Tick (✔️) the correct answer

1. This text is about
   - [ ] going to primary school
   - [ ] buying a dictionary
   - [ ] buying an app
   - [ ] going to English class

2. The shopper buys a dictionary for
   - [ ] his friend
   - [ ] himself
   - [ ] his daughter
   - [ ] his son

3. How does the shopper pay?

__________________________________________________________________________________
4. How much does it cost to download a dictionary app?

___________________________________________________________

5. The book costs

- $24.99
- $34.99
- $44.99
- $54.99

6. The conversation takes place in a

- chemist
- bank
- bookstore
- shoe store
Transcript

Shop Assistant  Hello, can I help you?
Shopper  Yes um, I want to buy a dictionary for my son. He’s in primary school. Can you recommend a good one for me?
Shop Assistant  Well, we do have a few good ones. For example, the Oxford, Longman’s and Macquarie Student dictionaries are very helpful.
Shopper  Oh I see. So, um, how do I choose one?
Shop Assistant  Well, I suggest you look for a dictionary that gives you lots of information about a word. Some dictionaries will tell you what part of speech the word is, for example, if it’s a noun or a verb, or they show you how to correctly pronounce a word, and some even put the word in a sentence to show you its meaning. Look! Like this one.
Shopper  Ah yes, I like this one. How much is it?
Shop Assistant  It’s $24.99
Shopper  Yes, thanks I’ll buy it. Can I pay by credit card?
Shop Assistant  Certainly.
Shopper  Maybe I should buy a dictionary for myself too. I’m learning English at the moment.
Shop Assistant  You know, if you have a phone, you can download dictionary apps, for free.
Shopper  Free?
Shop Assistant  Yes, free but don’t tell my boss I said that!
Shopper  (Laughing) I won’t!
Shop Assistant  Here’s your receipt.

Shopper  Thank you for your help. Bye

Shop Assistant  You’re welcome. Bye.

**Answer Key**

In order to achieve this outcome, learners must identify the social context and topic (Q1 and Q6) and locate 3 other pieces of information. Note that sentences need not be grammatically correct or in sentence form, but errors shouldn’t interfere with meaning.

1. buying a dictionary
2. for his son
3. credit card
4. free
5. $24.99
6. book Store
CSWE 1 Module D
Comprehending spoken information
Teacher Instructions

The listening practice tasks are designed as teaching tools in preparation for testing. The length and degree of task difficulty varies. Choose a task appropriate to learner needs.

As an extension to the listening, the texts can be used to build on vocabulary and grammar, and to introduce settlement topics.

- Before listening to the task, tell learners to read the instructions and answer the questions as they listen.
- Check to see the learners have understood the questions.
- Inform learners which questions they must answer correctly (see answer key).
- Dictionaries are allowed.
- Grammar and spelling does not need to be correct as long as the meaning is clear.
- Answers can be written or spoken.
- Provide appropriate feedback once the listening exercise is completed.
| Name: _______________________________  | Date: _______________ |

**Answer the questions as you listen. You will hear the recording three times.**

*Tick (✓) the correct answer*

1. This information text is
   - [ ] a public announcement
   - [ ] a recorded message
   - [ ] information on a website
   - [ ] a conversation with someone

2. Office hours are between
   ___________________________________ and ___________________________________.

3. When do you start recording your message?
   _____________________________________.

4. When will the AMEP office return your call?
   _____________________________________.
Tick (✓) the correct answer

5. If you want information on location and services
   - see the AMEP manager
   - ask a friend
   - visit the AMEP website
   - talk to a teacher

6. The AMEP website address is central. _______.edu. _________
Transcript

Hi! You’ve called the AMEP office. Unfortunately, the office is closed. Office hours are between 8am and 4pm. Your call is important to us so please leave your name, student ID and telephone number after the beep and we will return your call during office hours.

If you’d like information on our location and services, you can visit the AMEP website at central.wa.edu.au

Thank you for your call.

Answer Key

In order to achieve this outcome, learners must identify the social context and topic (Q1) and locate 5 other pieces of information.

Note that sentences need not be grammatically correct or in sentence form but errors should not interfere with meaning.

1. a recorded message
2. 8am and 4pm
3. name, student ID, telephone number (2 of the 3)
4. after the beep
5. during office hours
6. visit the AMEP website
7. wa.edu.au
CSWE 1 Module D Learning Outcome 1:
Demonstrate understanding of a short spoken information text

Practice Task 8:
The Gumtree app

Name: ___________________________  Date: _______________

*Answer the questions as you listen. You will hear the recording three times.*

Tick (✔) the correct answer

1. People use Gumtree to
   - [ ] make things
   - [ ] chat with friends
   - [ ] buy and sell things
   - [ ] watch movies

2. You can buy and sell things on Gumtree in
   - [ ] Western Australia only
   - [ ] all countries
   - [ ] Australia
   - [ ] South Australia only
Write a word in the space and answer the questions.

3. You can get washing machines, __________________________ and ovens.

4. You can find good things for ______________________________.

5. How often do you need to look at Gumtree for great bargains?
   ____________________________

6. What can Gumtree save you a lot of?
   ________________________________

Tick (✔️) the correct answer

7. This is about
   ◯ a news report
   ◯ an app
   ◯ trees
   ◯ Australia
Transcript

Gumtree is an app. You can use this app to buy and sell things anywhere in Australia. People sell things they don’t want or use anymore. You can find things for the house and garden, and things for adults and children. You can get washing machines, fridges and ovens. Sometimes you can get new things at a very cheap price. You can even find cars and there are good things for free. Great bargains often sell very quickly, so you need to look at Gumtree every day. You can contact people who are selling things by telephone, email or SMS. Gumtree can save you a lot of money.

Answer Key

In order to achieve this outcome, learners must identify the social context and topic (Q7) and locate 4 other pieces of information.

Note that sentences need not be grammatically correct or in sentence form, but errors should not interfere with meaning.

1. Australia
2. buy and sell things
3. fridges
4. free
5. everyday
6. money
7. an app
Answer the questions as you listen. You will hear the recording three times.

1. What time does the clinic open on Wednesdays?

2. What time does it close on Thursdays?

3. Tick (✔) the correct answer

In an emergency the caller should go to:

☐ Osborne Park Hospital
☐ Royal Perth Hospital
☐ Sir Charles Gairdner Hospital
☐ Fiona Stanley Hospital

4. To see a doctor outside opening hours you can telephone

5. This service is ______________________ to Medicare card holders.
6. *Tick ✓ the correct answer*

This is

- [ ] an advertisement
- [ ] a recorded telephone message
- [ ] a news report
- [ ] a public announcement
Transcript

This is the Stanley Street Chest Clinic. The Clinic is now closed. Please call back during opening hours. Opening hours are as follows; Mondays, Wednesday and Fridays 7:30am to 5:00pm, Tuesdays and Thursdays 9:00am to 6:30pm.

If this is an emergency and you need immediate attention telephone triple zero or go straight to the Emergency Department at Sir Charles Gairdner Hospital. To see a doctor outside opening hours please call one three double zero, six eight two, three nine two. That’s one three double zero, six eight two, three nine two. This service is free to Medicare card holders.

Answer Key

In order to achieve the learning outcome, learners must identify the social context and topic (Q6), and locate at least 4 other pieces of information. Note that sentences need not be grammatically correct or in sentence form but errors must not interfere with meaning.

1. 7:30
2. 6:30pm
3. Sir Charles Gairdner Hospital
4. 1300 682 392
5. free
6. a recorded phone message
CSWE 1 Module D Learning Outcome 1:
Demonstrate understanding of a short spoken information text

Practice Task 10:
Station announcement CD: Track 10

Name: ___________________________ Date: ______________

Answer the questions as you listen. You will hear the recording three times.

Tick (✔) the correct answer

1. How many trains are cancelled?
   - [ ] all trains
   - [ ] some trains
   - [ ] no trains
   - [ ] 1 train

2. Trains have been cancelled between Stirling and
   - [ ] Greenwood
   - [ ] Whitfords
   - [ ] Joondalup
   - [ ] Clarkson

3. The trains have been cancelled tonight from ___________ until ___________________________
Tick (✔️) the correct answer

4. There are no trains because of
   - [□] staff training
   - [□] track maintenance
   - [□] train cleaning
   - [□] staff meetings

5. There will be a replacement _________________ service between these two stations.

Tick (✔️) the correct answer

6. This is
   - [□] an advertisement
   - [□] a recorded telephone message
   - [□] a news report
   - [□] a train announcement
Transcript

Attention passengers.

All trains between Stirling Station and Whitfords Station have been cancelled tonight from 8pm until 12am. The trains have been cancelled because of the need for track maintenance. There will be a replacement bus service between these two stations.

Transperth apologises for any inconvenience.

Answer Key

In order to achieve the learning outcome, learners must identify the social context and topic (Q6), and locate at least 4 other pieces of information. Note that sentences need not be grammatically correct or in sentence form but errors must not interfere with meaning.

1. all trains
2. Whitfords
3. from 8pm until 12am
4. track maintenance
5. bus
6. a train announcement
The Adult Migrant English Program

NM TAFE
Answer the questions as you listen. You will hear the recording three times.

Tick (✔) the correct answer

1. This information text is about
   - [ ] a police report
   - [ ] a TV weather report
   - [ ] a radio weather report
   - [ ] a newspaper report

2. Which season is it?
   - [ ] Winter
   - [ ] Spring
   - [ ] Summer
   - [ ] Autumn

3. Tomorrow the temperature during the day will be _______________
4. Tomorrow will be
   - [ ] sunny and warm
   - [ ] sunny and wet
   - [ ] sunny and stormy
   - [ ] sunny and windy

5. At night the temperature will be _____________________________

6. When will the weather change?
   _______________________________________________________

   Tick (✔) the correct answer

7. The weekend will be
   - [ ] rainy and warm
   - [ ] rainy and sunny
   - [ ] rainy and snowy
   - [ ] rainy and windy
Transcript

Now for the weather report on radio 2WZ. What wonderful, Spring weather we’ve enjoyed this week and tomorrow will be the same. It will be sunny and warm with a temperature of 21 degrees. Just perfect for being out in the garden! The temperature at night though will go down to a cool 10 degrees. Sadly, these sunny days are coming to an end with cold weather arriving by the weekend. Heavy rain and strong winds are expected, so get your washing on the line soon!

Well, that’s all from me. I’ll be back at the same time tomorrow on 2WZ.

Answer Key

In order to achieve this outcome, learners must identify the social context and topic (Q1) and locate 5 other pieces of information.

Note that sentences need not be grammatically correct or in sentence form but errors shouldn’t interfere with meaning.

1. a radio weather report
2. Spring
3. sunny and warm
4. 21 degrees
5. 10 degrees
6. the weekend
7. rainy and windy
CSWE 1  Module D  Learning Outcome 1:
Demonstrate understanding of a short spoken information text

Practice Task 12:
The church op shop  CD: Track 12

Name: ___________________________  Date: ______________

Complete the sentences and answer the questions as you listen. You will hear the recording three times.

Tick (✓) the correct answer

1. This advertisement is about
   - [ ] a church
   - [ ] an op shop
   - [ ] a clothes shop
   - [ ] a furniture shop

   Complete the sentence.

2. Most things are second hand but some things are ____________

3. Tick (✓) one thing you can buy for your house
   - [ ] keys
   - [ ] blankets
   - [ ] plants
   - [ ] biscuits
4. How much are clothes on the special's rack?

__________________________________________________________

Tick (✔) the correct answer

5. The staff is very

☐ friendly
☐ happy
☐ helpful
☐ busy

6. What time does the shop close on Saturdays?

__________________________________________________________

7. What is the number of the shop?

__________________________________________________________
**Transcript**

The Church Op Shop has lots of great bargains! Most things are second hand but some things are new. You can get clothes, shoes, books and toys. You can get things for your house like furniture, curtains, blankets, and sheets. You can buy jewellery too. There’s also a specials’ rack with clothes for only $5.00. You can usually find something you need and our staff are very helpful. On weekdays we open at 9am and close at 5pm. On Saturdays we are open from 9am to 3pm. On Sundays we are closed. You can find us at 245 Appleby Road in Belmont, so come and get a great bargain!

**Answer Key**

In order to achieve the learning outcome, learners must identify the social context and topic (Q1), and locate at least 4 other pieces of information.

Note that sentences need not be grammatically correct or in sentence form but errors must not interfere with meaning.

1. an op shop
2. new
3. blankets
4. $5.00
5. helpful
6. 3pm
7. 245
CSWE 1  Module D

Comprehending spoken instructions
Teacher Instructions

The listening practice tasks are designed as teaching tools in preparation for testing. The length and degree of task difficulty varies. Choose a task appropriate to learner needs.

As an extension to the listening, the texts can be used to extend vocabulary, build on grammar and introduce settlement topics.

- Explain to the learners what they will have to do, the teacher will read a set of instructions to the learners and the learners respond by performing the required actions.
- Explain to learners that instructions may be heard up to three times.
- Give learners the task sheet.
- Do not give learners the instruction sheet.
- Read the instructions out slowly and clearly, allowing time for action(s) after each instruction.
CSWE 1 Module D Learning Outcome 2:
Demonstrate understanding of a short spoken instructions

Practice Task 13:
Directions

Name: ___________________________ Date: _______________

Listen carefully to the instructions and write your answers below.

Answers

1. ___________________________ 4. ___________________________
2. ___________________________ 5. ___________________________
3. ___________________________ 6. ___________________________
**Teacher instructions** (to be read aloud to students)

Do this task with students already familiar with the language of directions.

Repeat the instructions 3 times. Students are asked to look at the map and answer the questions. Students begin each question starting at the **X Start Here** at the bottom of the box.

**Spoken Instructions**

1. Go along Bella Road. What building is between the bookshop and the cinema on your left?

2. Go along Bella Road. The school is next to which building on your right?

3. Go along Bella Road. The bank is opposite which building?

4. Go along Bella Road. What building is on the corner of Bella Road and Jasper Street on your left?

5. Go along Bella Road until you reach the T-Junction. Turn left onto Jasper Street. What building is next to the church?

6. Go along Bella Road until you reach the T-Junction. Turn right, what building is opposite the supermarket?
Answer Key

In order to achieve this outcome, learners must give the following correct answers.

1. post office
2. supermarket
3. school
4. cinema
5. bakery
6. hairdresser
CSWE 1 Module D Learning Outcome 2:
Demonstrate understanding of a short spoken instructions

Practice Task 14:
Form filling

Name: ___________________________ Date: ________________

**Listen carefully to the instructions and correctly fill in the form below.**

<table>
<thead>
<tr>
<th>FORM FILLING</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. __________________________</td>
</tr>
<tr>
<td>2. __________________________</td>
</tr>
<tr>
<td>3. __________________________</td>
</tr>
<tr>
<td>4. M</td>
</tr>
<tr>
<td>5. YES</td>
</tr>
<tr>
<td>6. __________________________</td>
</tr>
<tr>
<td>7. __________________________</td>
</tr>
</tbody>
</table>
Teacher instructions (to be read out aloud to students)

1. On the first line write your family name in capital letters.

2. Write your given name on the second line below.

3. Under your given name, write what country you come from.

4. If you are male circle M. If you are female circle F.

5. Tick the correct box. Are you married?

6. Sign your name on the line below the Yes and No boxes.

7. Write the date below your signature.

Answer Key

In order to achieve this outcome, learners must correctly follow the instructions.
CSWE 1 Module D Learning Outcome 2: 
Demonstrate understanding of short spoken instructions

Practice Task 15: 
Using a laundromat

Name: ___________________________    Date: _______________

A

B

C

D
Teacher instructions (to be read out aloud to students)

1. Look at the pictures of using a washing machine at a laundromat.
2. Listen to the instructions and write the number 1, 2, 3 or 4 in the correct box.
3. Let’s begin. Firstly, put your clothes into the washing machine and close the door.
4. Secondly, add the washing powder.
5. Next, choose hot, cold or warm water, and the washing cycle.
6. Lastly, put $6 into the money slot, and push the slot in to start the washing machine.
7. Now write your full name and the date at the top of the page.

Answer Key

In order to achieve this outcome, learners must number all pictures correctly and write the date and name in the correct location on the answer sheet as instructed.

A – 3
B – 4
C – 1
D – 2
CSWE 1 Module D  Learning Outcome 2:
Demonstrate understanding of short spoken instructions

Practice Task 16:
Using a dictionary

Name: ____________________ Date: ____________

*Follow the instructions as you listen. You will hear the instructions three times.*

<table>
<thead>
<tr>
<th>Word</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Corridor</td>
<td>A connecting passage in a building.</td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td></td>
</tr>
</tbody>
</table>
**Teachers instructions** (to be read out aloud to students).
Note: teacher to give each student and dictionary**.

Open the dictionary to page* 92.

1. Look at the word at the top left hand corner of page *92.
2. Write the word under the word corridor.
3. In the next column, row 2, copy the phrase, *to have an accident in a car or other vehicle and hit something.*
4. Close the dictionary and put down your pen or pencil.

**Answer Key**

In order to achieve this outcome, learners must complete the table as shown below –

<table>
<thead>
<tr>
<th>Word</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Corridor</td>
<td>A connecting passage in a building.</td>
</tr>
<tr>
<td>2. Collision</td>
<td>To have an accident in a car or other vehicle and hit something.</td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
</tbody>
</table>
The aim of this practice listening task is to encourage students to collect vocabulary lists and use an English dictionary. **These instructions are for use with New Oxford Essential Dictionary 1st edition OUP 2006.


**An alternative page number, word and definition (instructions 1, 2 and 4) can be substituted for use with other dictionaries or to fit in with vocabulary being used in class.
CSWE 1 Module D Learning Outcome 2:
Demonstrate understanding of short spoken instructions

Practice Task 17:
Uploading an app

Name: ___________________________ Date: __________________

[Images of an Android app store with options to upload an app]
Teacher instructions (to be read out loud to students)

1. Look at the pictures about putting an app on your mobile phone.
2. Listen to the instructions and number each box 1, 2, 3 or 4 in the correct box.
3. So let’s begin. First go to the Apps Store at the top right on the phone screen.
4. Next, go to the Green Apps box at the top left of the screen.
5. After that, go to top apps at the top middle of the screen.
6. Lastly, go to App number 81, Learn English 6,000 words.
7. Now write your name and date at the top of your page.

Answer Key

In order to achieve this outcome, learners must number all pictures correctly and write the numbers, the date and name in the correct location on the answer sheet as instructed.

1. A – 2
2. B – 4
3. C – 1
4. D – 3
CSWE 1  Module E
Comprehending short conversations
Teacher Instructions

The listening practice tasks are designed as teaching tools in preparation for testing. The length and degree of task difficulty varies.

Choose a task appropriate to learner needs.

As an extension to the listening, the texts can be used to build on vocabulary and grammar and to introduce settlement topics.

- Before listening to the task, tell learners to read the instructions and answer the questions as they listen.
- Check to see if learners have understood the questions.
- Inform learners which questions they must answer correctly (see answer key).
- Dictionaries are allowed.
- Grammar and spelling does not need to be correct as long as the meaning is clear.
- Answers can be written or spoken.
- Provide appropriate feedback once the listening exercise is completed.
Answer the questions as you listen. You will hear the recording three times.

Tick (✓) the correct answer

1. Priya has been really
   - lazy
   - busy
   - bored
   - brave

2. Priya went back to
   - Australia
   - India
   - Somalia
   - Indonesia
3. Her grandmother had

   - [ ] a heart operation
   - [ ] a chest operation
   - [ ] a hand operation
   - [ ] a leg operation

Tick (✔) the two correct answers

4. Priya’s grandmother

   - [ ] was worried
   - [ ] was full of energy
   - [ ] was busy
   - [ ] was tired
   - [ ] was ill
   - [ ] was working

5. Priya is going to send Minali a / an __________________________.

6. The main topic of this conversation is about Priya's

   - [ ] Job
   - [ ] Grandmother
   - [ ] Husband
   - [ ] Telephone
Transcript

Minali  Hi Priya! Haven’t seen you for ages!
Priya  Oh hi Minali! What a nice surprise! How are you?
Minali  I’m good. I tried to call you a couple of months ago but there was no answer.
Priya  Yeah. I’ve been really busy in India.
Minali  You went back to India? For a holiday?
Priya  No. My grandmother was really ill. Poor thing.
Minali  Oh, that’s no good. Is she okay?
Priya  Yeah. She had a heart operation but she’s really well now! More energy than all of us!
Minali  That’s great!
Priya  Yeah. I was very worried. I love her so much. We’re so close. So how about you?
Minali  Nothing new. I’m still working a lot. Well I better go. My husband’s here.
Priya  Okay. I’ll SMS you so we can catch up.
Minali  That would be great!
Priya  Yeah! Nice to see you! Bye!
Minali  You too! Bye!
**Answer Key**

In order to achieve the outcome, learners must identify the social context and topic (Q6), and locate at least four other pieces of information.

1. busy
2. India
3. heart operation
4. was full of energy / was ill (both answers required for full mark)
5. a SMS
6. grandmother
CSWE 1 Module E Learning Outcome 1:
Demonstrate understanding of a short informal conversation

Practice Task 19:
Wahid’s second hand car

CD: Track 14

Name: __________________________ Date: ________________

Answer the questions as you listen. You will hear the recording three times.

Tick (✔) the one correct answer

1. This conversation is about
   □ weeds
   □ a garden
   □ a car
   □ lunch

Tick (✔) the two correct answers

2. Wahid’s car is
   □ new         □ second hand
   □ in good condition □ in bad condition
   □ blue        □ white

3. The year of the car is ________________________________
Tick (✓) the one correct answer

4. Wahid bought his car from
   - [ ] a man
   - [ ] a lady
   - [ ] a car yard
   - [ ] a car market

5. For the car, Wahid paid
   - [ ] $2,009
   - [ ] $2019
   - [ ] $2090
   - [ ] $2,900

Write a word in the space.

6. The car has got a USB player, _________________, air conditioning and a baby seat.
Transcript

Wahid Hi Joan! How are you?
Joan Oh hi Wahid! I'm well thanks. And you?
Wahid Good thanks. Are you doing some gardening there?
Joan Well, some wedding really. The weeds love this rain.
Wahid They sure do! Hey, did you see my car?
Joan Ah yes! Wow! Is it new?
Wahid No. It's second hand, but it's in really good condition.
Joan It sure is. What year is it?
Wahid 2004, but the lady didn't use it very much. She just drove it to tennis and the supermarket.
Joan How much did you pay for it?
Wahid Well, the lady was asking 3,500 dollars, but I offered her 2,900 and she took it!
Joan 2,900 dollars! I bet you were happy!
Wahid Yes! Really happy! It's got everything. A USB player, a radio, air conditioning and a baby seat!
Joan That's great Wahid! Well I better go and make some lunch. I'm really hungry.
Wahid Me too! Enjoy your lunch!
Joan Thanks, you too! See you Wahid.
Wahid Yeah, see you!
Answer Key

In order to achieve the outcome, learners must identify the social context and topic (Q1), and locate at least four other pieces of information.

1. a car
2. second hand, in good condition (both answers required for full mark)
3. 2004
4. a lady
5. $2,900 / 2,900
6. a radio
CSWE 1 Module E Learning Outcome 1:
Demonstrate understanding of a short informal conversation

Practice Task 20:
The library  
CD: Track 15

Name: ____________________________ Date: __________________

*Answer the questions as you listen. You will hear the recording three times.*

*Tick (✓) one correct answer*

1. Where has Zahra been?
   - [ ] shopping
   - [ ] conversation class
   - [ ] library
   - [ ] an appointment

2. What did Zahra borrow from the library for herself?
   - [ ] story book
   - [ ] cooking book
   - [ ] car magazine
   - [ ] CD

3. How much do you pay to become a library member?
   ____________________________
4. What do you need to show to get a library card?

_____________________________________________________

5. Where is the free English conversation class?

_____________________________________________________

6. What can you borrow from the library?

Books, magazines, __________________ and __________________

7. Zahra is Monicka's

☐ mother
☐ sister
☐ friend
☐ librarian
Transcript

Zahra Hi Monicka
Monicka Oh hi Zahra. How's it going?
Zahra Yeah good. What about you?
Monicka Buseee, you know appointments, kids, English classes. How’s the family?
Zahra All good.
Monicka Hey, that’s a big bag you're carrying. Can I help you?
Zahra Oh, It’s ok but thanks for asking.
Monicka Have you been shopping?
Zahra No, just to the library to borrow some things.
Monicka Oh really?
Zahra Yes, some story books for my son, a cooking book for me, some car magazines for my husband and some DVDs for the weekend.
Monicka Really, you get DVDs and magazines in the library?
Zahra Yes, and even music CDs.
Monicka That’s good! How much do you pay?
Zahra Oh no, nothing, it’s free. You just have to be a Library member.
Monicka Is it difficult to become a member?
Zahra No! It's easy. Just need some ID with your address and a picture of yourself on it, you know, like your Driver’s licence. Then the librarian will make a library card for you. Hey I’m going to the library for the free English Conversation Class on Thursday. Do you want to come?
Monicka  Really, free conversation classes? Yes, I’d love to! I’ll call you tonight OK?
Zahra  OK Monicka. Talk to you tonight. Say hello to the family from me. Bye.

Answer Key

In order to achieve this outcome, learners must identify the social context and topic (Q1) and locate 5 other pieces of information.

Note that sentences need not be grammatically correct or in sentence form but errors shouldn't interfere with meaning.

1. library
2. cooking book
3. free
4. ID / driver’s licence
5. library
6. DVDs, CDs
7. friend
CSWE 1 Module E Learning Outcome 1:
Demonstrate understanding of a short informal conversation

Practice Task 21:
Trip to Melbourne CD: Track 16

Name: ___________________________ Date: ________________

Answer the questions as you listen. You will hear the recording three times.

Tick (✓) the correct answer

1. This text is about
   - [ ] visiting family
   - [ ] the Lucky Flower restaurant
   - [ ] a holiday in Melbourne
   - [ ] weekend activities

2. In Melbourne, Adam went
   - [ ] to the markets and art galleries
   - [ ] to restaurants and to see family
   - [ ] shopping and skiing
   - [ ] to Chinatown and to the movies

3. How long was Adam away in Melbourne?
   ______________________________________________________
4. What did Adam enjoy the most on his holiday?

_____________________________________________________

5. What colours are the Lucky Flower restaurant painted?

________________________________________ and ______________________

6. What was the food like at the Lucky Flower restaurant?

☐ tasty and expensive
☐ tasty and cheap
☐ fresh and spicy
☐ fresh and salty

7. Adam is talking with his

☐ Brother
☐ work friend
☐ neighbour
☐ travel agent
**Transcript**

**Adam** Hello Lee. Wow! Your garden looks great. You’ve been busy!

**Lee** Oh hi Adam. Thank you. I haven’t seen you for a while. Have you been away?

**Adam** Yes, I have. Sue and I went to Melbourne for a week. We just came back yesterday.

**Lee** That sounds like fun. Did you have a good time?

**Adam** It was fantastic! We went to lots of restaurants, markets, art galleries and we saw some beautiful gardens.

**Lee** Very nice. What did you enjoy the most?

**Adam** You know me Lee, I love to eat, so I have to say the food. In fact we found a really good restaurant in Chinatown, called The Lucky Flower. The food was so fresh, tasty and very cheap.

**Lee** Oh really! My husband and I are going to Melbourne next month to visit his brother, we must go there.

**Adam** You can’t miss this restaurant, it’s painted bright red and green and has a big dragon outside! I’ll put the address in your letterbox tonight.

**Lee** Yeah, that’ll be great. Oh, it’s 5 o’clock already. I better go and pick my husband from the station. Nice to see you Adam.

**Adam** You too. See you soon.

**Lee** Yes, Bye.
**Answer Key**

In order to achieve this outcome, learners must identify the social context and topic (Q1 & Q7) and locate 4 other pieces of information.

Note that sentences need not be grammatically correct or in sentence form, but errors shouldn’t interfere with meaning.

1. a holiday in Melbourne
2. markets and art galleries
3. a week
4. food / Lucky Flower restaurant
5. red and green
6. tasty and cheap
7. neighbour
CSWE 1  Module F

Comprehending spoken recounts
Teacher Instructions

The listening practice tasks are designed as teaching tools in preparation for testing. The length and degree of task difficulty varies. Choose a task appropriate to learner needs.

As an extension to the listening, the texts can be used to build on vocabulary and grammar and to introduce settlement topics.

- Before listening to the task, tell learners to read the instructions and answer the questions as they listen.
- Check to see if learners have understood the questions.
- Inform learners which questions they must answer correctly (see answer key).
- Dictionaries are allowed.
- Grammar and spelling does not need to be correct as long as the meaning is clear.
- Answers can be written or spoken.
- Provide appropriate feedback once the listening exercise is completed.
CSWE 1 Module F Learning Outcome 1:
Demonstrate understanding of a spoken recount

Practice Task 22: 
The local council throw out

Name: ___________________________ Date: _______________

Answer the questions as you listen. You will hear the recording three times.

Tick (✔️) the correct answer

1. This month Mustafa’s suburb had a
   - throw in
   - throw off
   - throw up
   - throw out

2. Mustafa’s friend came over on
   - Tuesday
   - Wednesday
   - Thursday
   - Sunday

3. What did Mustafa’s friend come in?

__________________________________________
4. His friend found a _____________________ wooden cupboard.

5. What colour was the bike?
   ________________________________

6. How many garden chairs did Mustafa find? ________________

7. Number the events in the order they happen in the story.
   
   *The first one is done for you.*
   
   [ ] at five o’clock they drove around the streets to find things
   [ ] first Mustafa’s friend found some pot plants
   [1] Mustafa’s friend came round after work
   [ ] they finished at about 7.30pm
   [ ] then Mustafa found a table and chairs for the garden
Transcript

This month our suburb had a “throw out”, so people put things they didn’t want out the front of their house. People threw out some great things, so my friend and I found some things we needed.

On Thursday afternoon, my friend came to my place after work. He came in his little truck. At five o’clock we drove around the streets, looking for things. First my friend found some pot plants, a wheelbarrow, and a small wooden cupboard. After that, I found a bike for my son! It’s bright green which is his favourite colour. Then, I found a table and six chairs for the garden. They are glass and metal and like new! Lucky we took my friend’s truck because it was full!

We finished at about half past seven. After that, we drove back to my place and unloaded my things. Then my friend drove home. It was a really good afternoon.

Answer Key

In order to achieve the learning outcome, learners must identify the topic (Q1), identify the sequence of events (Q7) and locate at least 4 other pieces of information. Note that sentences need not be grammatically correct or in sentence form, but errors must not interfere with meaning.

1. throw out
2. Thursday
3. his van / van / a van
4. small
5. bright green/green
6. six
7. 2, 3, 1, 5, 4
CSWE I

The Adult Migrant English Program

NM TAFE
Name: __________________________  Date: ______________

**Answer the questions as you listen. You will hear the recording three times.**

1. This conversation is about Lanh’s daughter’s
   - [ ] first teacher
   - [ ] first game
   - [ ] first day at school
   - [ ] first i-pad

2. Lanh’s wife couldn’t get the day off
   - [ ] school
   - [ ] work
   - [ ] cooking
   - [ ] doing housework

3. Lanh’s daughter did a ____________________________ game.

4. Lanh left at about ____________________________
5. Lanh’s daughter didn’t want to go ____________________________

6. Number the events in the order they happen in the story.

   *The first one has been done for you.*

   - then she did some reading
   - first she did a game
   - Lanh picked his daughter up at about 3 o’clock
   - after that she did numbers on i-pads
   - Lanh took his daughter to school
Transcript

Ha’ng  Oh, Hi Lanh.
Lanh   Hi Ha’ng!
Ha’ng  I didn’t see you at work yesterday. Were you sick?
Lanh   No, it was my daughter’s first day at school. My wife couldn’t get the day off work so I took her.
Ha’ng  Really? That was lucky. Did you stay for a bit?
Lanh   Yeah. It was fun!
Ha’ng  So what did your daughter do at school?
Lanh   Oh, lots of fun things. First she did a name game to get to know the other students. Then she did some reading with alphabet letters. After that they did numbers on i-pads. Then I left at about half past ten, but I went back to pick her up at about 3 o’clock.
Ha’ng  I bet she was happy to see you
Lanh   No! She didn’t want to go home!
Ha’ng  (laughing) Oh no!

Answer Key

1. first day at school
2. work
3. name
4. home
5. 10.30 / half past ten
6. 3, 2, 5, 4, 1
CSWE 1 Module F Learning Outcome 1:
Demonstrate understanding of a spoken recount

Practice Task 24:
How I met my husband  
CD: Track 19

Name: ___________________________  Date: ______________

Answer the questions as you listen. You will hear the recording three times.

Tick (✓) the correct answer

1. Grace comes from
   - [ ] Eritrea
   - [ ] England
   - [ ] Europe
   - [ ] Ethiopia

2. When did Grace arrive in Australia?
   - [ ] 2011
   - [ ] 2013
   - [ ] 2014
   - [ ] 2015

3. How did Grace feel when she first arrived in Australia?
   ______________________________________________________
4. What is Grace’s job?
_____________________________________________________

5. Who did Grace marry?
_____________________________________________________

6. How many children does Grace have?

- [ ] one son
- [ ] two sons
- [ ] one daughter
- [ ] two daughters

7. Number the events in the story in the correct order

The first one has been done for you.

- [ ] Grace got married in 2014
- [ ] a customer asked her on a date
- [ ] Grace arrived in Australia in 2012
- [ ] Grace became a hairdresser
- [ ] Grace has a beautiful daughter
- [ ] Grace finished her English classes
Transcript

Hi my name is Grace and I come from Ethiopia. I came to Australia in 2012 because there were many problems in my country. My life in Australia was difficult in the beginning. I had no friends and family here so I felt very lonely. After a few months I went to English classes and later I joined an African church. I soon made many new friends but I hoped I would meet someone special and get married one day. In 2013 I finished my English classes and I got a job as a Hairdresser in the city. Then one day a very tall, handsome customer came to get a haircut. This customer came back again and again for haircuts and finally he asked me on a date. Well, in 2014 I married that handsome customer. His name is Samson and we now have a beautiful daughter. We are very happy, especially my husband. He now gets all his haircuts for free!

Answer Key

1. Ethiopia
2. 2012
3. lonely
4. hairdresser
5. Samson/handsome customer
6. 5, 4, 1, 3, 6, 2
CSWE 1 Module F Learning Outcome 1:
Demonstrate understanding of a short spoken recount

Practice Task 25:
Trouble with the law CD: Track 20

Name: ____________________________ Date: ________________

Answer the questions as you listen. You will hear the recording three times.

Tick (✔) one correct answer

1. Where does this conversation take place?
   - [ ] at school
   - [ ] at the Police Station
   - [ ] at work
   - [ ] at a meeting

2. What did Sam see after he took the children to school?
   _______________________________________________________

3. How fast was Sam travelling in the school zone?
   _______________________________________________________

4. How much was Sam’s fine?
   _______________________________________________________
5. What was the speed limit in the school zone?

_____________________________________________________

Tick (✔️) one correct answer

6. This recount is about

☐ taking children to school
☐ going to a meeting
☐ seeing a police car
☐ getting a speeding fine

7. Number the events in the order they happen in the story.

The first one has been done for you.

☐ Sam was given a fine
☐ Peter and Sam went to a meeting
☐ Sam saw a police car
☐ a police officer came to Sam’s car
1 ☐ Sam took the children to school
Transcript

Peter  Hey Sam. Are you coming to the meeting?
Sam    (with a sigh) Yeah, in a minute.
Peter  Oh what’s up? Are you OK?
Sam    Nah, Not really. I had some trouble with the police on my way to the office this morning.
Peter  Really. What happened?
Sam    Well, I took the kids to school, waved goodbye and drove off. A couple of minutes later I heard a loud siren and then I saw a police car right behind me. So I quickly stopped and a police officer came to the car and asked to see my licence.
Peter  (surprised) What was the problem?
Sam    Well, the police officer said I was speeding. I said I was only doing 50 kilometres an hour. He told me I was in a school zone and that I should know, the speed limit is only 40kms per hour!
Peter  Ohhh Noo!
Sam    Yes, I just didn’t see the sign. I was fined $200 and I lost 2 demerit points. I felt pretty stupid. In the end, I know it was my mistake, I should pay more attention to all road signs when I’m driving.
Peter  Yeah, we should all remember to do that!
Hey look at the time. Let’s get to the meeting or we’ll be late.
Sam    Yeah, let’s go!
Key Answer

In order to achieve the learning outcome, learners must identify the topic (Q7), identify the sequence of events (Q6) and locate at least 4 other pieces of information. Note that sentences need not be grammatically correct or in sentence form but errors must not interfere with meaning.

1. at work
2. police car
3. 50 kms
4. $200
5. 40 kms
6. 4,5,2,3,1
7. getting a speeding fine
CSWE 1  Module G
Comprehending telephone messages
Teacher Instructions

The listening practice tasks are designed as teaching tools in preparation for testing. The length and degree of task difficulty varies. Choose a task appropriate to learner needs.

As an extension to the listening, the texts can be used to build on vocabulary and grammar and to introduce settlement topics.

- Before listening to the task, tell learners to read the instructions and answer the questions as they listen.
- Check to see if learners have understood the questions.
- Inform learners which questions they must answer correctly (see answer key).
- Dictionaries are allowed.
- Grammar and spelling does not need to be correct as long as the meaning is clear.
- Answers can be written or spoken.
- Provide appropriate feedback once the listening exercise is completed.
CSWE 1 Module G Learning Outcome 1:
Demonstrate understanding of a simple telephone message

Practice Task 26:
Dental appointment

Name: ___________________________  Date: _______________

Answer the questions as you listen. You will hear the recording three times.

Tick (✔) the correct answers

1. Who is the message from?
   - [ ] Morley High School
   - [ ] Morley Dental Clinic
   - [ ] Janet Green
   - [ ] Ahmed Husseini

2. Who is the message for?
   - [ ] Morley High School
   - [ ] Morley Dental Clinic
   - [ ] Janet Green
   - [ ] Ahmed Husseini

3. What day was the appointment on?
   ___________________________________________
4. Who is Janet Green?

☐ a receptionist
☐ a doctor
☐ a dentist
☐ a dancer

5. What is the phone number for making an appointment?

______________________________

Tick (✓) the correct answers

6. The phone call is about

☐ dancing classes
☐ a sick friend
☐ a cancelled appointment
☐ a doctor’s appointment
Transcript

This is Morley Dental Clinic. I have a message for Ahmed Husseini. The dentist, Janet Green is sick. Your dental appointment on Thursday has been cancelled. Please call 0947 123 648 to make another appointment. We apologise for any inconvenience.

Answer Key

In order to achieve the learning outcome, learners must identify the social context/ topic (Q6), and locate at least 4 other pieces of information. Note that sentences need not be grammatically correct or in sentence form but errors must not interfere with meaning.

1. Morley Dental Clinic
2. Ahmed Husseini
3. a dentist
4. Thursday
5. 0947 123 648
6. a cancelled appointment
CSWE 1 Module G Learning Outcome 1:
Demonstrate understanding of a simple telephone message

Practice Task 27:
Cancelling a gym appointment  CD: Track 22

Name: ___________________________ Date: ______________

Answer the questions as you listen. You will hear the recording three times.

Tick (√) the correct answer

1. Who is the message from?
   - Tommy
   - Tic-tac
   - Taktoom
   - Tic-toom

2. Who is the message for
   - John
   - Jason
   - James
   - Jim
3. The caller wants to cancel

☐ a doctor's appointment
☐ a dental appointment
☐ a gym appointment
☐ a school appointment

4. The caller’s daughter has got

☐ a fever
☐ a headache
☐ the flu
☐ a toothache

*Write the answer to the questions*

5. What day does the caller want to change her appointment to?

_____________________________________________________

6. What is the caller’s phone number?

_______________________________________________________
Transcript

Go Gym  
*Hi! This is Go Gym. We’re busy at the moment. Please leave your name and number, and we’ll get right back to you. Thanks.*

Taktoom  
Hello, this is Taktoom. I have an appointment with Jason at the gym tomorrow. I’m sorry but I have to cancel. My daughter has a fever so I need to stay at home with her. Could we change the appointment to next Friday, the 6th November, at the same time? Can you call me to confirm? My number is 0 - 4 - double 7 - double 8 – 0 - double 3 - 6. Hope to speak to you soon. Thank you.

Answer Key

In order to achieve the learning outcome, learners must identify the social context and topic (Q3), and locate at least 4 other pieces of information. Note that sentences need not be grammatically correct or in sentence form but errors must not interfere with meaning.

1. Taktoom
2. Jason
3. a fever
4. Friday
5. 0447 780 036
CSWE 1 Module G Learning Outcome 1:
Demonstrate understanding of a simple telephone message

Practice Task 28:
Kings Park  CD: Track 23

Name: ___________________________ Date: _______________

Answer the questions as you listen. You will hear the recording three times.

Tick (✓) the correct answers

1. Who is the message for?
   - Sofia
   - Sue
   - Fiona
   - Sofia

2. Who is the message from?
   - Sofia
   - Sue
   - Fiona
   - Fatemah

3. Who is going to Kings Park?
   ____________________________________________
4. How will they get to Kings Park?
_______________________________________________________

5. What is the caller’s phone number?
_______________________________________________________

6. When should the call be returned?
_______________________________________________________

Tick (✔) the correct answer

7. The phone call is about
   □ meeting friends for a picnic
   □ an appointment at a child’s school
   □ meeting a friend tonight
   □ walking in Kings Park
Transcript

Hi Fatemah! This is Sofia, from school. A few of the mums are taking our children to Kings Park on Wednesday for a picnic. Can you and your boys come? I can pick you up at 10:00 if you need a lift. Call me on 0428 8711 211 to let me know if you can come or not. Can you call before 8:00 tonight? I'll speak to you then. Bye.

Answer Key

In order to achieve the learning outcome, learners must identify the social context and topic (Q7), and locate at least 5 other pieces of information. Note that sentences need not be grammatically correct or in sentence form, but errors must not interfere with meaning.

1. Fatemah
7. Sofia
8. mums and children, Sofia
9. by car
10. 0428 8711 211
11. before 8:00 tonight
12. meeting friends for a picnic
### CSWE 1 Module G Learning Outcome 1:
Demonstrate understanding of a simple telephone message

### Practice Task 29:
Buying a second hand pusher

**Name:** ___________________________  **Date:** _______________

**Answer the questions as you listen. You will hear the recording three times.**

**Tick (✓) the correct answer**

1. Who is the message for?
   - [ ] Tula
   - [ ] Trish
   - [ ] Tammy
   - [ ] Therese

2. The caller wants a child’s
   - [ ] pram
   - [ ] truck
   - [ ] phone
   - [ ] pusher
3. The caller wants the brakes  
   - [ ] on the top  
   - [ ] at the back  
   - [ ] on the side  
   - [ ] on the bottom

*Write a word in the space.*

4. The caller wants the basket ___________________________ the seat.

5. The caller’s mobile number is ___________________________.

6. Her e-mail address is ____________________________ @grpost.com
Transcript

**Tula**  
Hi! This is Tula. If you’re calling about the pusher, please leave a detailed message and I’ll call you back. Thanks a lot.

**Buyer**  
Oh, Hello. I’m calling about the child’s pusher you advertised on Gumtree yesterday. I need one with the brakes on the side of the pusher. I also want the basket under the seat. If you’ve still got it, can you call or message me please? My mobile number is 0406 762 276. My e-mail address is **julie22@grpost.com**  
That’s J-U-L-I-E-22@grpost.com  
I'll repeat it – **J-U-L-I-E-22@grpost.com**  
Thanks. Bye.

Answer Key

In order to achieve the learning outcome, learners must identify the social context and topic (Q2), and locate at least 4 other pieces of information. Note that sentences need not be grammatically correct or in sentence form but errors must not interfere with meaning.

1. Tula  
2. a pusher  
3. on the side  
4. under  
5. 0406 762 276  
6. **julie22@grpost.com**
CSWE 1 Module G Learning Outcome 1:
Demonstrate understanding of a simple telephone message

Practice Task 30:
Absent from class

Name: ___________________________ Date: ________________

Answer the questions as you listen. You will hear the recording three times.

Tick (✔️) the correct answer

1. Who is the message for?
   - ☐ Sunil
   - ☐ Sue
   - ☐ Sarah
   - ☐ Sandra

2. What is Rani’s family name?
   __________________________________________________________

3. Complete Rani’s CMC number
   CMC 0400_____________________________________________________

4. How many days will Rani be away?
   __________________________________________________________

5. Why can’t Rani come to class?
   __________________________________________________________
6. When will Rani come back to class?

- [ ] Tuesday
- [ ] Wednesday
- [ ] Thursday
- [ ] Friday

7. Rani will give her medical certificate to

- [ ] her teacher
- [ ] the AMEP office
- [ ] the doctor
- [ ] the crèche
Transcript

Hello, my name is Rani and my family name is Pushpa P U S H P A. My CMC number is 0400 751 631. I’m calling to let my teacher Sue know that I can’t come to class for 3 days because I have the flu. Could you please let crèche know that my son, Sunil will not attend crèche too. I have a medical certificate and I will bring this to the AMEP office when I come back on Thursday. Thank you.

Answer Key

In order to achieve the learning outcome, learners must identify the topic (Q5), and locate at least 4 other pieces of information. Note that sentences need not be grammatically correct or in sentence form but errors must not interfere with meaning.

1. Sue
2. Pushpa
3. CMC 0400 751 631
4. 3 days
5. flu
6. Thursday
7. AMEP office
CSWE 1 Module G Learning Outcome 1:
Demonstrate understanding of a simple telephone message

Practice Task 31:
Late for school CD: Track 26

Name: ___________________________ Date: _______________

Answer the questions as you listen. You will hear the recording three times.

Tick (✔) the correct answer

1. Who is the message for?
   - the dentist
   - Amy
   - Esther
   - Mrs Jones

2. Esther is Amy’s
   - teacher
   - sister
   - mother
   - friend

3. What year is Amy in?
   ___________________________________________
4. Amy has an appointment at the

- hospital
- dentist
- doctor
- school

5. Amy’s appointment is for

- Monday morning
- Monday afternoon
- Monday evening

6. Amy will be back at

- 09.00 am
- 09.30 am
- 10.00 am
- 10.30 am
Transcript

Hello, this is Esther Chee, my daughter Amy is in Mrs Jones Year 5 class. I'm calling to leave a message for Mrs Jones. Could you please let her know that Amy has a Dentist appointment on Monday morning, so she will be late for class. She should be back by recess break at 10.30. I hope this is not a problem. Thank you.

Answer key

In order to achieve the learning outcome, learners must identify the context / topic (Q1 and Q4), and locate at least 3 other pieces of information. Note that sentences need not be grammatically correct or in sentence form but errors must not interfere with meaning.

1. Mrs Jones
2. mother
3. year 5
4. dentist
5. Monday morning
6. 10.30 am
This book provides listening practice tasks for use in the ESL classroom. The tasks are aligned to the 2013 Certificate I in Spoken and Written English. There are up to six tasks for each of the six listening outcomes in the certificate. Each task consists of a listening, the transcript and comprehension questions with answer key.

The tasks are designed for students settling in Australia. The listening texts cover topics students may find useful or interesting in their first year of life in Australia.