

SAMPLE ASSESSMENT TASKS

Certificate I in Spoken and Written English

Module G – Comprehending and leaving telephone messages

Accredited course module code: SWEMSG107A

Learning outcome 1

Demonstrate understanding of a simple telephone message

Preparation

- 1 Photocopy the question sheet.
- 2 Cue the CD – Track 5.

Assessment procedure

- 1 Explain to the learners that they will be listening to a telephone message and answering five questions about the message.
- 2 Explain to the learners that they will hear the message three times.
- 3 Give the learners the question sheet before listening and allow time to read the questions.
- 4 Play the message three times, allowing sufficient writing time after each playing.
- 5 Collect all question sheets for marking.

Assessment conditions

- The learner must answer five questions correctly.
- Learner responses need not be grammatically correct or in sentence form but errors must not interfere with meaning.
- When marking you should adhere to the answer key. However, if you find a legitimate response that has been overlooked, you can mark it as correct.
- When assessing, adhere to the assessment criteria, conditions of assessment and methods of assessment as detailed in Section C of the course document.
- All documents related to this CSWE assessment task must be kept secure. Do not hand out the answer key or return marked question sheets to learners. Do not tell learners the correct answers.

Question sheet

Name: _____

Listen to the message. Answer the questions.

1 What is the message about? (Tick one only)

☐ An interview

☐ A doctor's appointment

☐ A hairdresser appointment

☐ A dentist's appointment

2 Who is the message for? (Tick one only)

☐ Julie

☐ James

☐ Terry

☐ Phil

3 What time is the appointment?

4 What day is the appointment?

5 What is the doctor's telephone number?

Answer key

- 1 A doctor's appointment
- 2 This message is for Terry.
- 3 2 o'clock
- 4 Friday
- 5 9078 1242

Transcript – Track 5

Hi. Terry and Julie can't come to the phone at the moment. Please leave a message after the beep.

Hello, this is a message for Terry Hill. This is Doctor James's surgery calling. I'm just calling to confirm your appointment for 2 o'clock on this Friday. Please call me on 9–0–7–8 ...1–2–4–2 if you can't come. Bye.