

SAMPLE ASSESSMENT TASKS

Certificate I in Spoken and Written English

Module G – Comprehending and leaving telephone messages

Accredited course module code: SWEMSG107A

Learning outcome 2

Leave a short telephone message

Preparation

Photocopy the learner and interlocutor cue cards.

Assessment procedure

- 1 Explain to the learner that they will need to leave a telephone message, with at least two pieces of information.
- 2 Give the learner a cue card, allowing them time to take notes.
- 3 Allow the learner sufficient time to prepare for the assessment.
- 4 Interlocutor, who is a fluent English speaker, repeats the mobile message bank information or plays the part of the receptionist.

Assessment conditions

- The learner must leave a message with at least two pieces of information after responding to the opening appropriately.
- The learner must use one-clause questions/statements and appropriate formulaic expressions and vocabulary.
- Learner language may contain some errors but these must not interfere with meaning.
- The learner must pronounce key words, including numbers, with sufficient clarity and stress as to be intelligible to the interlocutor/listener.
- To assist in assessing performance it is advisable to record the assessment.
- 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. Be sure to collect any cue cards used.

Sample cue cards

LEARNER CUE CARD

Phoning a friend



You call your friend on their mobile but they are not answering. Leave a message.

INTERLOCUTOR CUE CARD

Phoning a friend

Read the mobile message bank instructions:

Hi, the person you have called is not available. Please leave a short message and we'll send the message as a text.

LEARNER CUE CARD

Phoning work



- Telephone work and ask to talk to Terry, your boss.
- Terry is not available.
- Ask the person to tell Terry you won't be coming to work today. Explain why.

INTERLOCUTOR CUE CARD

Phoning work

An employee rings to talk to their boss Terry, who is not available. Offer to take a message. Record the information:

Caller's name: _____

Caller's number: _____

Message: _____
