



Certificate in ESOL for Work at NQF Entry 3

Listening Sample Assessment

Outcome 3 Listen and respond appropriately to demonstrate understanding of English in work-related contexts.

Task

You will hear a recording. Listen and answer the questions which follow. You will hear the recording twice. You will have 5 minutes to read the questions before the recording begins. You will also have 3 minutes between the two recordings.

Fill the gaps with no more than three words.

- 1 The first thing a team leader should do is get _____ team.
- 2 A few years ago people believed that _____ worker was best for each job.
- 3 To reorganise a filing system, you need _____ can finish the job.
- 4 People who can see what changes _____ are called 'shapers'.
- 5 Shapers often get impatient or angry when people _____ with them.
- 6 Later Hadiya will give the new team leaders some _____ .
- 7 Some team leaders need other people _____ of new ideas.

Choose the best answer to this question and tick (✓) the box.

- 8 What is the main purpose of Hadiya Darwar's talk?
- | | |
|--|--------------------------|
| A To discuss the results of personality tests with new team leaders. | <input type="checkbox"/> |
| B To investigate the new team leaders' personalities. | <input type="checkbox"/> |
| C To discuss the different qualities that team leaders can have. | <input type="checkbox"/> |
| D To show which qualities the best team leaders have. | <input type="checkbox"/> |