

# Innovations in assessing communication for work



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# Spoken English for Work



# Spoken English for Work

- ü Non-profession specific

- ü 1-1 format with an examiner from the UK

- ü Anyone over 16 can take the exam

- ü 4 levels



# Nature of SEW



- ü Interpersonal
- ü Spontaneous interaction
- ü Candidate-led
- ü Direct test of oral communication
- ü Can-do examination
- ü Reflects real-life work situations

# EW – the levels & stages

			SEW 4, C1
		SEW 3, B2.3	Telephone task
		Telephone task	Interactive task
		Interactive task	Formal topic presentation
	SEW 2, B2.1	Topic presentation	Topic discussion (candidate-led)
	Telephone task	Topic discussion (examiner-led)	Discussion
SEW 1, B.1	Interactive task	Discussion	
Telephone task	Topic discussion		
Topic discussion	Discussion	23minutes	27 minutes
Discussion			
13 minutes	20 minutes		

# SEW- the telephone task

- Show ability to initiate a discourse over the phone
- Show understanding by responding to comments and questions
- Seek clarification where necessary
- Bring the exchange to a satisfactory conclusion



# SEW- the telephone task

- The candidate is given a written prompt
- 5 minutes preparation time to plan and make notes
- Telephones the examiner, who adopts a role
- Has a 3–4 minute conversation to resolve the issue

# EW 1 – sample telephone task

You ordered 10 new computers for your company. They are one week late. Call the company to find out why they have not arrived.

Ordered: 2 weeks ago

Date due: 1 week ago

Order number: CS 3408

# EW 2, 3 & 4 – the interactive tasks



- Show the ability to respond to a situation presented verbally over the phone
- Initiate, maintain and direct the discourse
- Exchange views and opinions on the subject
- Use appropriate functional language

# **EW 2, 3 & 4 – the interactive task**

- **This is conducted over the phone, directly after the telephone task**
- **The examiner remains in role and tells the candidate a situation**
- **The candidate has a conversation with the examiner about the issue for 4 minutes**

## EW 2 – sample interactive task

*While you're on the phone... my manager has asked me to work on a Saturday and will be the third in a row. It's not usual practice and I'm not sure what I should do. What would you do?*

# SEW – the introductions

Now the candidate meets the examiner for the first time



# SEW – the topic

- The candidate can present/discuss a work-related topic of their choice
- Opportunity to show what they *can do* with English
- Incorporate the language of the SEW level into the topic
- Prepare the topic before the exam

# SEW – the topic

- Candidates select a topic of their choice from the list provided in the syllabus, for example:

Advertising & Media  
Hospitality & Tourism  
Education & Training

- This category will be printed on the certificate
- All SEW levels have the same categories

# SEW – the certificate



Trinity College London

**John Brown**

student at Saffron Walden School of English

is awarded

**SEW 4**

**Spoken English for Work**

**Entry Level Certificate in ESOL International  
(Speaking and Listening) (Entry 3)**

**C1 of the CEFR**

**Topic Presentation: Design & the Arts**

**with Merit**

Saffron Walden – January 2008  
Certificate issued February 2008

*Julian Amey*

Julian Amey MA  
Chief Executive, Trinity College London

Patron HRH The Duke of Kent KG

**TRINITY**  
COLLEGE LONDON

National Qualifications  
Framework accreditation  
number: 5001934/X  
000012-12304567

 **Qualifications and  
Curriculum Authority**

 **The Duke of Kent KG**

 **GCE**  
Awarding Learning

Accredited in England, Wales and Northern Ireland

TRINITY

# SEW – the topic materials

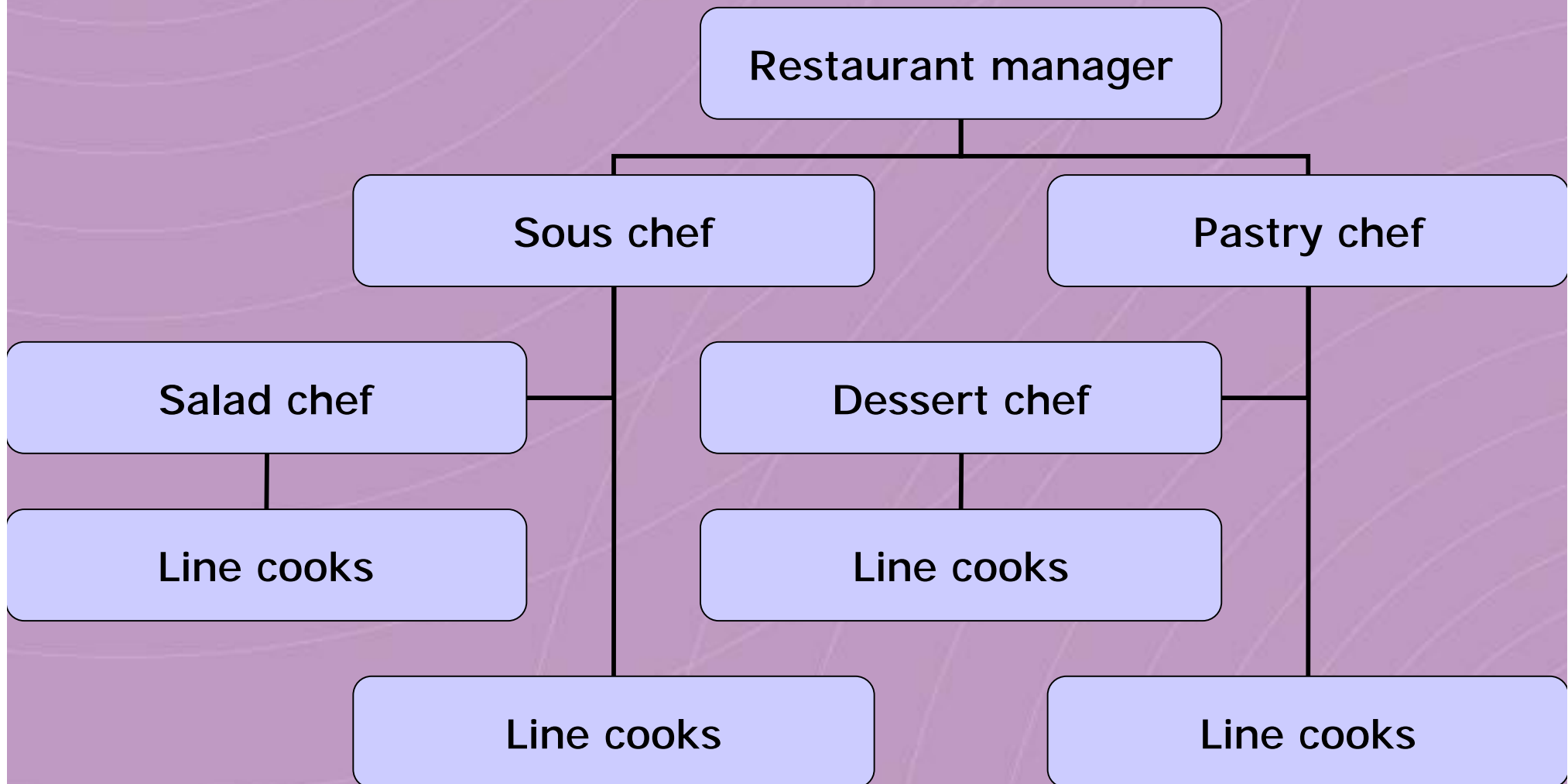
Topic category – Hospitality & Tourism, no. 5

Topic Title – Working in a travel agency

## Notes

- *General description of my duties*
- *Length of time working for the travel agency*
- *Successful projects*
- *Future plans*

# SEW – the topic materials



# SEW – the topic materials



# SEW – the topic & discussion



## SEW 1

The examiner leads the discussion on the topic, up to 5 minutes

## SEW 2

The candidate leads the discussion on the topic, up to 7 minutes

# SEW – the topic & discussion

## SEW 3

The candidate gives a 5 minute presentation followed by a discussion, led by the examiner

## SEW 4

The 8 minute presentation is formal followed by a discussion, started by the candidate



# SEW – the discussion

An opportunity to discuss  
work related issues

An exchange of  
ideas and opinions

Show an increasing

ability to take responsibility for the  
control of the conversation



# SEW – the discussion

Sample subject areas for discussion:

SEW 1 – After work activities

SEW 2 – Finding employment

SEW 3 – Environmental issues at work

SEW 4 – Current trends in business

The discussion lasts 4–5 minutes

# SEW - assessment

- Candidates are assessed using performance descriptors
- 4 levels of performance

A, B, C, D

# SEW - assessment

One overall assessment criterion

**TASK FULFILMENT**

applied to each phase of the examination

# SEW - assessment

Task fulfilment covers:

- communicative skills
- grammar
- functional language
- lexis
- phonology listed for each level

All phases of the exam have equal weighting

# SEW – the report form

**TRINITY**  
COLLEGE LONDON

## Examination Report

This is **not** a certificate

**John Smith**

Registration no: 000000:12345678

SEW 1

Session: 52007

Centre: London

### Spoken English for Work

#### Task fulfilment

Topic discussion	A	B	C	D
Telephone task	A	B	C	D
Conversation	A	B	C	D

The above profile would indicate the following overall result: \_\_\_\_\_

#### Key areas for improvement

Topic discussion	CS <input type="checkbox"/>	G <input type="checkbox"/>	L <input type="checkbox"/>	P <input type="checkbox"/>
Telephone task	CS <input type="checkbox"/>	G <input type="checkbox"/>	L <input type="checkbox"/>	P <input type="checkbox"/>
Conversation	CS <input type="checkbox"/>	G <input type="checkbox"/>	L <input type="checkbox"/>	P <input type="checkbox"/>

CS = Communicative skills; G = Grammar; L = Lexis; P = Phonology

The result on this Examination Report is provisional and is confirmed by the issue of a certificate (or otherwise).

Candidate ID seen: Yes  No

Examiner's signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Some comments from the candidate

*'I'm starting to have conversations with other countries and it's too important to be able to talk about working matters.'*

*'In my opinion this is a useful examination because it helps me to talk better about my job and helps me to do calls to my customers.'*

*'It is a useful examination for me because I talk English in my company.'*

# SEW – examination sessions 201

Sessions available on demand – please contact:

[rebecca.rufener@trinitycollege.co.uk](mailto:rebecca.rufener@trinitycollege.co.uk)

Fees: €90.00 - €152.00

# SEW - syllabus

- Available for downloading from the Trinity College London website:

[www.trinitycollege.co.uk/esol](http://www.trinitycollege.co.uk/esol)

- Publication end November 2008