

## **International ESOL**

### **Marking Scheme for Level 3 (C2) Listening Exam**

#### **Includes transcripts**

This mark scheme remains confidential and should not be supplied or shown to learners who may be taking an International ESOL Listening Exam.

Examination markers should apply this mark scheme when marking examination papers for the Level 3 Listening Exam.

If examination markers have any queries concerning this mark scheme or the marking of candidate examination papers, they should address these to the Moderator.

## Part One

### Correct answers only – no alternatives

1	b	Insert relevant CEFR standard
2	a	
3	a	
4	c	
5	c	
6	c	
7	a	
8	d	

### Transcript

1. I went to the theatre last night.
2. Are these strawberries fresh?
3. The children will want some lunch soon.
4. Is the car an automatic?
5. When is the next train to Oxford please?
6. The passes for the English exam have increased this year.
7. I think that the painting is not very imaginative
8. The graph shows that the main event that people attended was the sprinting.

**Part 2 (a)**

**Correct answers only – no alternatives**

1	c	Insert relevant CEFR standard
2	d	Insert relevant CEFR standard
3	c	
4	b	
5	b	
6	c	

**Transcript:**

**Part 2a - Conversation - 3 people**

**Cameron** – Good afternoon my name is Cameron, how can I help you?

**Amelia** – Hi, we are looking to see which train would be the best to get from Barnetby to Watford on Thursday afternoon. What time do we have to be at the meeting Ava?

**Ava** – We need to be there by 6-30 in the evening at the very latest.

**Cameron** – Well let me just look and see what we can find for you. Oh yes, you could catch the 14-53 from Barnetby. Change at Doncaster and catch the 15-46 to London’s King Cross. You can then either go by tube or walk to Euston station and then there are trains every half hour to Watford. So you should be there for 6-30. Will you be going to Watford Junction or Watford High Street?

**Ava** – I am not sure; Amelia do you know which station we need to get off at?

**Amelia** – I am pretty sure we need to be off at Watford Junction then we can get a taxi to the hotel. I really don’t like the tube so I would rather walk from Kings Cross to Euston. Cameron, can you tell me how long the wait is at Doncaster and if you know if there are any disruptions like rail works affecting this train journey? It is very important that we are not late.

**Cameron** – the Barnetby arrives at Doncaster at 15-38 and the London train departs at 15-46 so there is an 8-minute wait. No there are no planned rail works that would affect your journey on that day.

**Amelia** – great can we book those times please and we would like to reserve a seat.

**Cameron** – certainly, would you like a return journey booking as well? This would be cheaper for you.

**Ava** – yes please but we would like open tickets for the return journey because we are not sure what time the conference will end.

**Cameron** – yes I will book an open ticket but if you have a rough idea of when you are returning I can reserve you a seat. But if you don’t manage to leave at that time you can still use your ticket on any train.

**Amelia** – yes please do that, I think we should be leaving Watford at 16-30 on the Friday.

**Cameron** – I have reserved you seat on both journeys. The total price is £242.80 please. Will you be paying by card?

**Amelia** – yes, credit card.

**Cameron** – Please enter your pin number... please take your card out and here are your tickets.

**Amelia** – thank you very much for all your help.

## Part 2 (b)

### Correct answers only – no alternatives

1	c	Insert relevant CEFR standard
2	b	
3	c	
4	b	
5	c	
6	a	

## Transcript

### Part 2b - Conversation 2

**Interviewer (I)** - Hello and welcome to Talk FM radio. We have with us now Gail Salvi to talk about her new book "How to leave your baby". If you have any questions or comments for Gail, please email or text on our usual contact details which can be found on the website.

Hello Gail, now can you tell me what your book is about and why you felt the need to write it?

**Gail** – Hello Tom, well first of all the book is really like a help book for parents when they have to return to work after maternity/paternity leave. It looks at the problems they face and concentrates on attachment theories and possible strategies parents can apply. I decided to write this as I was hearing more and more about parents having problems with their children when returning to their workplace. As you know stay at home parents are rapidly becoming a thing of the past.

**I** – I must admit we had problems with our little boy when my wife, Elaine, returned to work a few months ago. So what is this "attachment theory" and how could it help?

**Gail** – It is psychological theory developed by Bowlby and developed further by Ainsworth. It basically looks at the bonds babies form and their meaning and consequences. It is a part of their cognitive learning and how they explore their environment. Children who are securely attached can develop increasing independence, exploring their environment with the confidence that they can return to a carer who will respond to their needs. Therefore, securely attached children will develop good self- esteem and know that they are considered worth looking after.

However, children who don't get the chance to form good attachments run the risk of developing poor internal working models which can have very negative impacts on their view of themselves and their ability to form relationships with other people. Bowlby was worried that the long-term impacts included increased aggression and even 'affectionless psychopathy' where a person cannot show affection or concern for others.

**I** - We have received an email from Anne in Lincoln who says that she has had to return to work part time, after been able to have 12 months off with her baby Joel. Joel is ok going to the nursery but when she picks him up and gets home Joel will not be put down and cries if he cannot see her, have you any advice?

**Gail** – this is a common reaction I see every day in the clinic. Basically Anne you need to make this a more positive experience. I do understand it is distressing but you must put things into place that positively reinforce it is a normal and positive thing to drop him off and return. Try not to let Joel see it is upsetting you. Be all smiles and cuddles and perhaps create sometime when you first get home to concentrate on Joel, perhaps make this your reading time or special play time. In the book I do offer many strategies that can be incorporated into your routine to help with this problem.

**I** – Thank you, we are going to the news now but when we come back there will be more of your questions for Gail.

### Part 3

#### Correct answers only – no alternatives

1	b	Insert relevant CEFR standard
2	c	
3	c	
4	c	
5	d	
6	d	Insert relevant CEFR standard
7	c	
8	a	
9	d	
10	c	

### Transcript

#### Part 3 - Broadcast

##### The emergence of feedback and customer reviews.

Why should we get into a stranger's car – or buy a total strangers laptop? In 1997, eBay introduced a feature that helped solve the problem: Seller Feedback. Jim Griffith was eBay's first customer service representative; at the time, he says "no-one had ever seen anything like it". The idea of both parties rating each other after a transaction has now become ubiquitous. You buy something online – you rate the seller, the seller rates you. Or you use a ride-sharing service, like Uber – you rate the driver, the driver rates you. And a few positive reviews set our mind at ease about a stranger.

Seller feedback and the emergence of customer reviews have changed the consumer habits of most people on a huge scale.

Feedback or reviews are now one of the most important marketing tools used, whether it is an individual selling on an auction site or it is a multi - national company selling cars. For example, when buying a new washing machine what do we look at, yes the price but then it will be the reviews/feedback to see what other people have said about the product.

Let's have a look at why feedback/reviews are becoming increasingly important to business and individual seller:

They enable consumers to have a say and can create consumer loyalty. Consumers who take the time to leave an online review for a business are far more likely to feel a certain loyalty to a business and keep coming back year after year. Through the act of leaving an online review and establishing a relationship with the business, it allows the consumers to feel like they have a voice and are able to provide feedback in a positive and meaningful way.

Reviews/feedback can create active consumer engagement. Many times online review pages can become active social communities where consumers leave reviews and keep coming back to see if others have made comments on their reviews or to simply see what other consumers have to say about your product or service in general. This creates a social community of consumer engagement that allows consumers to form an attachment to both the business and the other consumers as well.

As said previously, a handful of positive online business reviews are worth a great deal and can offer a business benefits that a simple marketing campaign can't. They are like micro marketing campaigns that keep working long after the online review has been posted, giving a constant positive image to potential consumers and creating a continual brand awareness that benefits the business for the short term and for the long term.

Adapted from <http://www.bbc.co.uk/radio> 4 and <http://theonlinedepartment.com/8-reasons-why-online-reviews-are-important-to-your-business/>