

NZQA Assessment Support Material

Unit standard	30992				
Title	Demonstrate understanding of complex spoken texts (EL)				
Level	4	Credits	15	Version	1

Note

The following guidelines are supplied to enable assessors to carry out valid and consistent assessment using this internal assessment resource.

Assessors must manage authenticity for any assessment from a public source, because candidates may have access to the assessment schedule or candidate exemplar material. Use of this assessment resource without modification may mean that candidates' work is not authentic. The assessor will need to change figures, measurements or data sources or set a different context or topic.

See Generic Resources and Guidelines at <https://www.nzqa.govt.nz/providers-partners/assessment-and-moderation-of-standards/assessment-of-standards/generic-resources/>.

Assessor guidelines

Assessors need to be very familiar with the outcomes being assessed by the unit standard. The outcomes, performance criteria and guidance notes contain information, definitions, and requirements that are crucial when interpreting the standard and assessing learners against it.

AWARD OF CREDIT



This unit standard can be awarded with an Achieved grade only

CONDITIONS OF ASSESSMENT

This assessment will take place over a timeframe set by the assessor.



- All assessment activities must be conducted in English, which must not be the candidate's first language.
- The assessor must be satisfied that the candidate can independently demonstrate competence against the unit standard.
- Candidates may use an English dictionary, but not electronic devices.
- Candidate's responses may be oral or written. If responses are oral, they must not be heard or observed by other candidates.
- For the purposes of moderation, if the candidate's response is oral or demonstrated, the assessment must be recorded audio-visually. Recorded work must not be edited. Guidelines for digital visual submissions can be found in *Preparing digital visual submissions for moderation*, accessed at: <http://www.nzqa.govt.nz>.

Context/setting

It is recommended that:

- the outcomes are assessed as part of an integrated unit of work, relevant to the learning context of the candidate;
- assessment be conducted in conjunction with assessment against other English Language unit standards at this level.

Notes for assessors

- The Common European Framework of Reference for Languages (CEFR) describes language proficiency at six levels. This unit standard is informed by CEFR level mid B2. Teachers and assessors are encouraged to refer to these descriptors to gain a clearer understanding of the competencies required by these standards. A structured overview of all CEFR related scales can be found at <http://www.coe.int/en/web/portfolio/overview-of-cefr-related-scales>.
- This assessment resource contains one task for an interactional text. However, to achieve this standard, candidates must complete a total of four tasks: Outcome 1, two informational texts, and Outcome 2, two interactional texts.
- Candidate's responses may contain minor phonological or linguistic errors and inaccuracies, but these must not obscure meaning. This standard assesses listening skills, not speaking, reading or writing skills.
- Spoken texts for this unit standard:
 - i. must be a minimum of eight minutes;
 - ii. must be appropriate to the spoken mode, or a text which is designed for oral delivery;
 - iii. may be repeated once only;
 - iv. must be delivered in clear and comprehensible speech;

- v. can be listened to face-to-face, or in pre-recorded audio or audio-visual format. If audio-visual materials are used, these must not include large amounts of written text.
- The assessment schedule is for assessors only and is not to be shared with candidates during the assessment process.
- Refer to your organisation's policies before offering a resubmission or further assessment opportunity.

Assessment task: Outcome 2

Candidates will listen to a complex spoken interactional text and complete the assessment task.

Instructions for assessors

- Give the candidates time to read the student instructions and the questions.
- Candidates may ask for clarification of the outcome, performance criteria and questions, although guidance given by the assessor must not invalidate the assessment task.
- Read the text on the next page, once at normal speed or play the audio recording if one is available.
- Allow candidates time to complete and / or review their answers.
- Read the text / play the audio recording a second time.
- Allow candidates time to complete the task.

Listening text: Planning a dream holiday

Travel Agent = TA

Customer = C

- TA: Good morning. Please take a seat. How can I help you?
- C: Err, yes. I'm looking for some help in planning a dream holiday.
- TA: A dream holiday?
- C: Yes, I recently had quite a significant lottery win, so I'd like to treat myself and take a well-deserved break from work.
- TA: Oh, congratulations. Well, I'm sure that we can find something suitable for you. When are you planning to go?
- C: As soon as possible if I can.
- TA: And what kind of holiday did you have in mind?
- C: I'm not really sure. I've had some pretty enjoyable holidays in the past, but I've always had to limit some of the things that I do and the places that I visit because I've been on quite a tight budget, but that isn't the case now, so I can afford to splash out.
- TA: That sounds great. Do you have any idea of where in the world you would like to spend your vacation?
- C: Not really. Maybe you can show me some destinations and that might give me a few ideas.
- TA: Right. Let me just have a look at our website. OK, how about a cruise? Have you ever travelled by luxury liner before?
- C: No, I haven't.
- TA: Well, here's a great deal on a cruise on The Star Princess. The cruise departs from Los Angeles and then pretty much travels down the Pacific coast. You get to call in at places like Cabo San Lucas in Mexico, Puntarenas in Costa Rica, Lima in Peru, and it finishes in Santiago in Chile. Or, if you prefer, you could take the same cruise in the opposite direction starting in Chile and finishing in LA. That way might be better, as you'd be travelling from colder to warmer climates.
- C: And what kind of things can you do on the cruise?
- TA: Well, for example, in Mexico you have a choice of activities, ranging from the relaxed to quite exciting. There are quite a few things to do on the water, such as sailing and snorkelling. You can go on a horseback ride on the beach, and you can relax on a private beach. However, if you are feeling a little bit more adventurous, you can go on a fantastic zipline adventure or you could enjoy a four-by-four desert and camel adventure. I've been on one of those before in Qatar – it was incredible. And if you are more into wildlife, you can go whale watching or you can even swim with dolphins.
- C: That sounds pretty interesting. And what about in some of the South American ports?
- TA: Well, for example, in Lima you can tour the city by day or night, and you can even go on a Segway tour of the city if you like. You can visit the Pachacamac ruins and see the famous Peruvian prancing horses, but my recommendation would be to take the three-day tour to see the ancient Incan capital of Cuzco and the fabulous Inca ruins at Machu Picchu.
- C: I like the sound of that. And what is there to do when you're on board the ship?
- TA: There's loads to do. The Star Princess has a theatre and a cinema, there are bars, nightclubs and discos on board, there's a casino that's open twenty-four hours a day. If you want a bit of exercise there are Zumba classes and there's a gym, and of course there's always plenty to do on deck with four swimming pools, sun decks and a range of deck sports.
- C: And how many days would we be at sea?

- TA: The Los Angeles to Santiago cruise is sixteen days, and nine of those days are at sea. Prices range from only 1,676 dollars to 7,338 dollars depending on the type of room. All meals and drinks are included apart from alcoholic drinks.
- C: Hmm. Sixteen days is a bit short. I was hoping for something a bit longer, and I don't really want to spend that much time at sea. Do you have any other cruises where you get more time to visit places? I really like places with a bit of history. I know that Machu Picchu is historic, but I was wanting a bit more.
- TA: There's a 21-night Mediterranean cruise that might be more what you are looking for. The cruise is on the Crown Princess, and if it's history that you're looking for, then this would be the perfect cruise. It starts in Athens, then sails to the historic city of Santorini, then up the Aegean Sea to Kotor in Montenegro. The next two days you visit Messina and Naples in Italy, and then move on to Barcelona and Gibraltar. The cruise also calls in at Marseilles, Rome and Corfu, as well as other ports, before returning to Athens.
- C: Wow, that does sound pretty interesting. And does this cruise include similar things to the Pacific one?
- TA: Yes, all the meals are included, as well as non-alcoholic drinks. The Crown Princess is slightly bigger than Star Princess, so there are more shows to enjoy, and there are also tennis courts and hot tubs, too. It's quite a bit more expensive than the Star Princess Cruise, though. Prices start at around 6000 dollars, not including return airfare.
- C: That's reasonable. Having the chance to visit all of those ancient cities does sound interesting. But you said that the ship is larger than the other one. How many people will be on the ship?
- TA: The Crown Princess can take 3080 passengers, and it has around 1200 crew as well.
- C: That's over 4000 people! Although I love the idea of being able to visit all those great places, I'm not sure I could stand being cooped up with 4000 other people for three weeks. I'll have to think about that. Do you have any holidays that are a bit quieter, with not so many people?
- TA: Let me see. Maybe a safari adventure might be more your style. They usually have much smaller groups, maybe only 10 to 20 people in total.
- C: Go on.
- TA: This 'Road to Zanzibar and Spice Islands Sailing Adventure' might suit you. It's 19 nights in total, so nearly as long as the Mediterranean cruise. It starts in Nairobi in Kenya, and then you head to the famous Serengeti National Park. You'll get to stay a couple of nights in the park in a camp, so you will be able to hear all of the African wildlife at night. The big five game animals are all in the national park. The tour also includes a trip to the Ngorongoro Crater, where you can see the endangered black rhinoceros.
- C: How comfortable is the transportation?
- TA: It says here that the roads are quite bumpy, so travel might be quite slow, but the vehicles are purpose-built to give you the best view of the wildlife. There's no air-conditioning, though, so it will get quite hot and dusty. There's a leader, driver and cook provided on the tour, so you are well looked after. I think that this would be a good holiday for anyone who likes to bond in a small team.
- C: And what about the sailing?
- TA: Yes, the last eight days of the holiday are spent on a yacht sailing around the Zanzibar Archipelago. You will get the chance to sail the boat yourself, and will be taught how to change sails, steer, and so on. The weather is usually quite calm at this time of year, so that shouldn't be a problem. Prices for this trip start at just over 5000 dollars exclusive of airfares.
- C: Well, I do like being outdoors, and having the chance to share an adventure with a few fellow travelers. Sounds quite interesting, especially the sailing bit at the end. Hmm.

But I'm not sure. Let me think about all three and I'll get back to you later today with a decision.

TA: That's not a problem. I think you should seriously consider the Mediterranean cruise though. I know that there are a lot of people on the ship but there are plenty of places to hide on board, and you'll also get to spend a lot of time onshore and go exploring by yourself.

C: Yes, that's true, but I think I need to explore a few more options before I make up my mind.

TA: Alright, so, just to help me find exactly what you are looking for, can you recap on your top four priorities?

C: Well, as I've already said, I really want somewhere that has a bit of history. Castles, museums, ancient ruins, that kind of thing. I also want somewhere that has a bit of peace and quiet. It doesn't need to be in the middle of nowhere, I just don't want to be surrounded by crowds.

TP: And what about your last two criteria?

C: Well, I really like meeting the local people when I travel somewhere, to learn their culture, taste their food and maybe even see things that other tourists wouldn't see.

TA: Got that. And your last wish?

C: Look, I've just won a lot of money, so I want to take advantage of that. I want luxury travel, so that means travelling business class or first class, great hotel rooms or cabins on boats, and basically not worrying about the cost of anything.

TA: Sounds good. I will try and get a few more ideas for you by tomorrow.

(approx. 9 minutes 10 seconds)

Assessment Schedule

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Outcome 2: Demonstrate understanding of complex spoken interactional texts.

An assessment schedule has been provided for one assessment task only. Assessment schedules will need to be developed for the remaining assessment task required for Outcome 2 and for the two tasks for Outcome 1 of this unit standard.

Listening texts: Planning a dream holiday

Performance Criteria	Evidence for Achievement	Judgements for Achievement
<p>Outcome 2 2.1 Understanding of complex spoken interactional texts is demonstrated by identifying main ideas, supporting details and specific information.</p> <p>Range minimum of four main ideas for each text</p>	<p>Answers similar to:</p> <ol style="list-style-type: none"> 1. <i>She has won the lottery/she wants a dream holiday because she can afford it</i> 2. <i>A cruise on the Star Princess/a cruise along the Pacific coast</i> 9. <i>A Mediterranean cruise/a cruise on the Crown Princess</i> 15. <i>A safari/Road to Zanzibar adventure/Sailing adventure</i> 	<p>Four out of five main ideas are identified correctly.</p>

Performance Criteria	Evidence for Achievement	Judgements for Achievement
	21. <i>History, peace and quiet, meeting local people, luxury travel</i> (all four required)	
<p>2.1 Understanding of complex spoken interactional texts is demonstrated by identifying main ideas, supporting details and specific information.</p> <p>Range minimum of six supporting details for each text</p>	<p>3. Any two of the following: <i>Mexico, Costa Rica, Peru, Chile, Cabo San Lucas, Puntarenas, Lima, Santiago, Los Angeles</i></p> <p>6. Any three of the following: <i>Theatres, cinema, bars, nightclubs, discos, casino, Zumba classes, gym, swimming pools, deck sports.</i></p> <p>8. Answers similar to: <i>Too short and too much time at sea.</i></p> <p>10. Any two of the following: <i>Athens, Santorini, Kotor, Montenegro, Messina, Naples, Italy, Barcelona, Gibraltar, Marseilles, Rome, Corfu,</i></p> <p>11. Both of the following answers: <i>Meals and non-alcoholic drinks</i></p> <p>14. Answers similar to: <i>Too many people</i></p> <p>17. Any two of the following: <i>Nairobi, Kenya, Serengeti (National Park), Ngorongoro Crater, Zanzibar (Archipelago)</i></p> <p>20. Answers similar to: <i>Outdoors, and only a few people.</i></p>	Six out of eight supporting details are identified correctly.
2.1 Understanding of complex spoken interactional texts is demonstrated by identifying main ideas,	<p>4. Answers similar to: <i>You travel from colder to hotter</i></p> <p>5. Answers similar to: <i>Whale watching/swim with</i></p>	Six out of eight pieces of specific

Performance Criteria	Evidence for Achievement	Judgements for Achievement
<p>supporting details and specific information.</p> <p>Range minimum of six pieces of specific information for each text.</p>	<p><i>dolphins</i></p> <p>7. The following answer: <i>16 days</i></p> <p>12. The following answer: <i>6000 dollars (or more)</i></p> <p>13. The following answer: <i>3080</i></p> <p>16. The following answer: <i>19</i></p> <p>18. The following answer: <i>No</i></p> <p>19. The following answer: <i>(just over) 5000 dollars (or more)</i></p>	<p>information are correct.</p>
<p>2.2 Understanding of complex spoken interactional texts is demonstrated by identifying the points of view of the speakers.</p> <p>Range may include but are not limited to – implied, inferred, tone.</p>	<p>Answers similar to:</p> <p>22. <i>The Safari/option 3. She doesn't give any disadvantages for that one, and says it sounds interesting.</i></p> <p>23. <i>The Mediterranean cruise/option 2. He says she should seriously consider it. He also says that even though there are many people there are many opportunities to be alone.</i></p>	<p>Points of views of speakers are identified. Both answers are correct.</p>
<p>2.3 Understanding of complex spoken interactional texts is demonstrated by identifying the overall purpose.</p>	<p>Answer similar to:</p> <p>24. <i>The customer wants to buy an expensive trip because she has just won the lottery and is finding out what options there are</i></p>	<p>The overall purpose is identified. Answer is correct.</p>

Final grade will be decided using professional judgement based on a holistic examination of the evidence provided against the criteria in the unit standard.