

Care

start

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Introduction - Entry Two

Care Sector English Language Training Materials

These learning materials were developed during the 'Care Start' project - delivering English language training to the care sector. Trainers and ESOL specialists involved with the project refined the teaching techniques through their experiences with the programme and this experience has been distilled into this series of easy-to-use workbooks. The workbooks have proven success in delivering the ESOL curriculum while also providing employees with sector-specific learning materials

This Entry 2 workbook is one of a set of four covering the ESOL curriculum. Examples of Entry 1, 3 and Level 1 can also be seen on our website www.mertoncove.org.uk

These workbooks are designed as work materials for tutors with students in a classroom setting. The materials can also be used to assess the students' learning and demonstrate achievement of specific ESOL/Basic Skills criteria to support a student's portfolio.

Each workbook covers all of the ESOL criteria at that level, and each worksheet is mapped to the ESOL curriculum. This is indicated in the box at the end of each task sheet where both tutor and student can sign and date when the criteria have been achieved. There is also a space for comments where the tutor can record feedback to the student.

Students taking the Entry 2 City & Guilds 3792 Certificate in Adult Literacy can use the materials to portfolio build, along with the City & Guilds Task.

Initial Assessment

Speaking and Listening

Can you describe to your tutor how to do the following activities?

Explain how to make a cup of coffee

Tutor notes

Explain how to change a bed

Tutor notes

Explain how to boil an egg

Tutor notes

Answer the following questions when your tutor asks:

How long have you worked at your current employment?

How do you travel to work?

What is your favourite part of the day?

Initial Assessment

Read the letter below :

Westworth Road Surgery
Fulworth
Hants
H41 3TL

Mrs P Phillips
14 Knights Lane
Fulworth
Hants
H41 8PQ

Dear Mrs Phillips

I am writing to inform you that your appointment with the dentist that was scheduled for Tuesday 19th September at 3.45pm has been cancelled. Unfortunately our dentist will not be available for appointments that day. Please call us on 01992 451361 to arrange another appointment.

We apologise for any inconvenience this may have caused you.

Yours sincerely
P.J. Harris

Find the following words in the letter above and underline them:

appointment

arrange

unfortunately

available

dentist

cancelled

Initial Assessment

Choose the correct answer to the statements below:

The appointment was scheduled for 19 September at 3.30pm.

True False

The dentist's appointment has been cancelled.

True False

The dentist will call Mrs Phillips to arrange another appointment.

True False

Can you circle the correct way to spell each of the words below?

apointment

appointment

appointtment

emergency

emerrgencie

emergincy

docctor

doctor

docter

canceled

cannelled

cancelled

Initial Assessment

Fill in the form below with your details using capital letters:

Surname:

First name:

Address:

.....

Postcode:

Telephone number (Daytime)

(Evening)

Date of Birth (DOB):

Write about yourself in the space below. You could write about your family, your interests or your job.

.....

Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

.....

.....

.....

Task 1

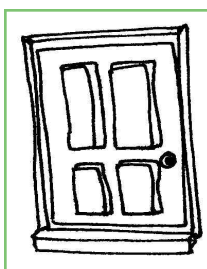
Reporting an incident

You work at a Residential Home. On Friday 16th March at 2pm an incident occurred at work.

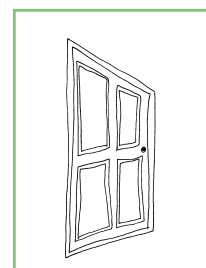
You were carrying a tray of teas and coffees.



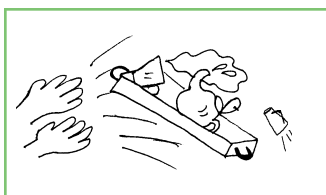
As you walked past a door,



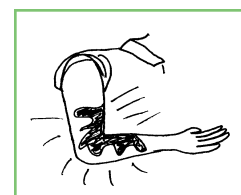
someone opened it.



You dropped the tray.



You burnt your right arm.



The address of your workplace is 19 Shale Gardens, Westbury, Surrey SM3 9LQ

What are you going to do next? Tick the correct box

1 I am going to make some more tea and coffee.

2 I am going to report the accident and seek medical attention.

3 I will go home and say nothing.

Task 1

Complete the form below using BLOCK CAPITALS (capital letters):

Incident Report Form

Date of and time of incident:

Where did the accident occur?

Full name of person involved:

Mr/ Mrs/ Miss/ Ms:

Address:

Postcode:

Date of Birth: (DOB).....

Description of accident:

Description of injury (if applicable):.....

Action taken:

.....

Signed:.....

Date:.....

Witness' Signature:.....

Date:.....

Achieved

Rw/E1.1

Rw/E1.2

Tutor Signature:..... Date:.....

Student Signature:..... Date:.....

Tutor Comments:.....

Task 2

Simple Past

You were reporting an incident that happened in the past.

Usually when we add **'ed'** to the end of a verb we know that the event happened in the past, before now.

For example:

Last Wednesday I **worked** from 8am until 3pm.

Yesterday I **changed** Mr Anderson's bed.

Fill in the spaces below with the correct words from the box:

helped	washed	telephoned
changed		worked

- Yesterday I Mr Collins to get dressed.
- Last month I every weekend at the residential home.
- This morning I Mr Terry's hair.
- I the doctor's last Tuesday.
- Last Monday I four beds.

Task 2

Not all verbs in the past follow this rule. Some are **irregular**.

For example

Yesterday, I tidied the linen cupboard. **X**

Yesterday, I tidied the linen cupboard. **✓**

Here are some more irregular verbs in the past:

Choose the correct word for the sentence.

Present

Past

Usually I <input type="text"/> the beds in the morning...	...but yesterday I <input type="text"/> the the beds in the afternoon <input type="text"/> I didn't have time before.
Usually I <input type="text"/> to the residents before breakfast...	...but yesterday I <input type="text"/> to them after breakfast <input type="text"/> I was very busy.
Usually I <input type="text"/> the dirty sheets in the laundry room...	...but yesterday I <input type="text"/> the dirty sheets in the washing machine.
Usually I <input type="text"/> breakfast to residents in their bedrooms...	<input type="text"/> yesterday I <input type="text"/> breakfast to them in the dining room.

put

but

because

as

speak

take

put

make

took

made

spoke

Achieved

Ws/E2.1

Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

Task 3

This is what Iris does at work **every morning**:

Everyday I visit Mrs Scott at her home. Firstly, I arrive at 8am and speak to her for half an hour. Then I make her breakfast which is usually toast and a boiled egg. Mrs Scott usually drinks tea in the morning. Then I help her to wash and dress. I also brush her hair. Finally, I make Mrs Scott's bed and empty her rubbish.

Read the following statements. Are they true(✓) or false(X)

	✓	X		✓	X
Iris arrives at Mrs Scott's house at 8.30am.			Mrs Scott usually eats bacon for breakfast.		
Iris helps Mrs Scott to wash and dress.			Mrs Scott lives in a residential home.		

Now choose the correct words below to write about what Iris did **yesterday**:

brushed arrived was emptied
 made drank spoke made helped

Yesterday I at Mrs Scott's house at 8am. I to her for about half an hour. Then I her breakfast which toast and a boiled egg. Mrs Scott also tea for breakfast. Then I Mrs Scott to wash and dress. I also her hair. Finally, I Mrs Scott's bed and her rubbish.

Task 3

Put the words below in the correct order to make a sentence **in the past**:

Make sure each sentence starts with a capital letter and ends with a full stop (.) or question mark (?)

you collected have the yet linen dirty

.....

week last nurse the Giles Mr visited

.....

did time what miss have bath a Rose

.....

night Jones last Mr very ill was

.....

Achieved

Rt/E2.2

Rs/E2.1

Ws/E2.3

Tutor Signature:..... Date:.....

Student Signature:..... Date:.....

Tutor Comments:.....

Task 4

How to prevent accidents in the workplace

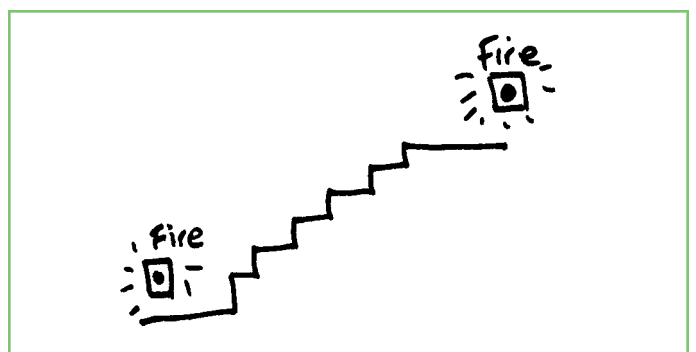
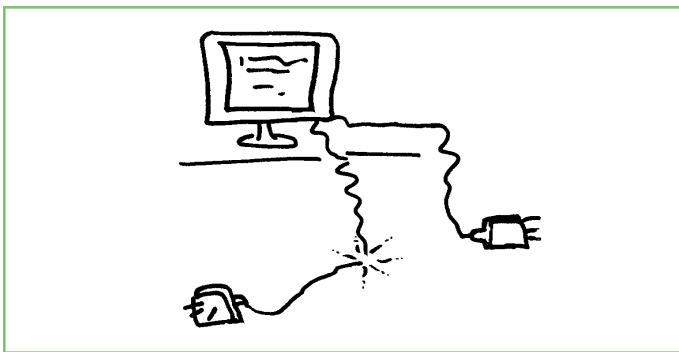
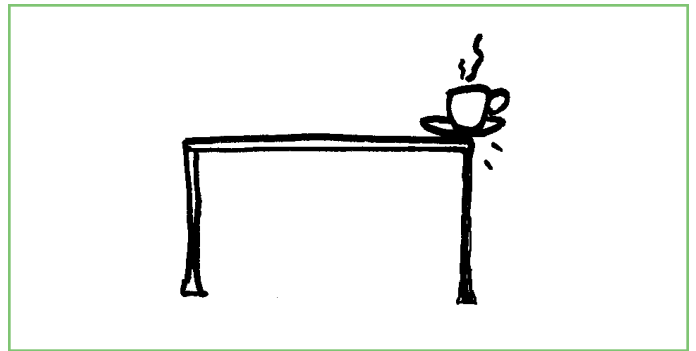
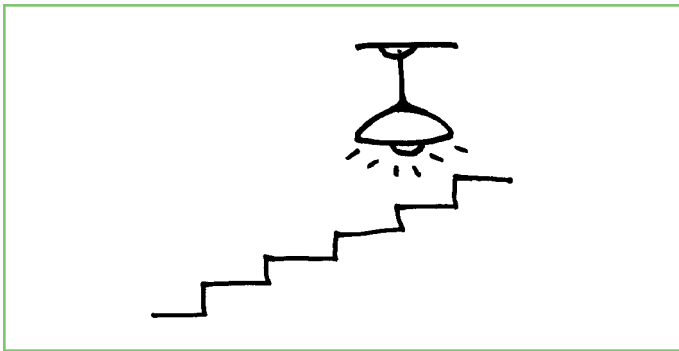
Match the sentences below with the correct pictures:

Fire alarms both upstairs and downstairs.

Make sure that stairs are well lit.

Make sure there are no exposed or trailing flexes or wires.

Make sure hot liquids are not kept at the edge of work surfaces.



Task 4

Now write the sentences to show how to prevent accidents in the workplace:

1

2

3

4

Achieved

Rt/E2.1

Rt/E2.4

Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

Task 5

Out of Order

This washing machine is not working. Do not use. Please take all dirty laundry to Room 2. It will be collected at 4pm today and returned on Thursday. (Engineer due to repair tomorrow).

Is the washing machine working?.....

Where should you put the dirty laundry?.....

When will the clean washing be returned?.....

Task 5

Rewrite the notice using capital letters:

Out of Order

Achieved

Rw/E2.2

Ww/E2.2

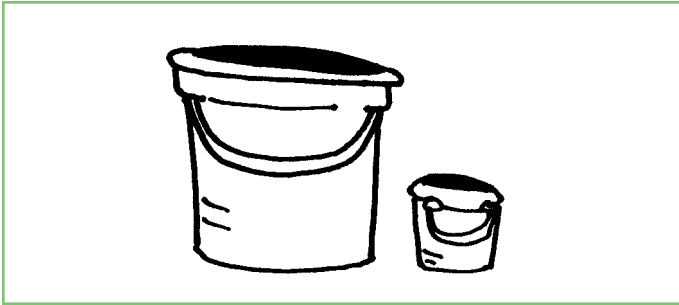
Tutor Signature: Date:

Student Signature: Date:

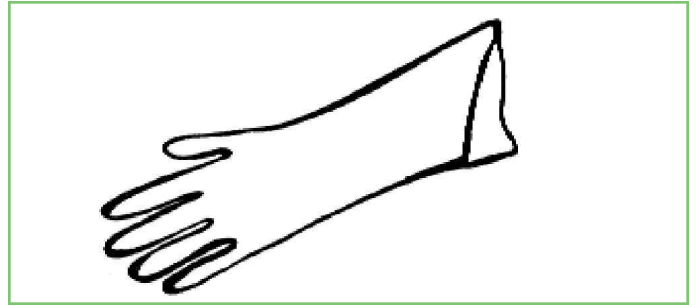
Tutor Comments:

Task 6

Adjectives and Nouns



a large bucket / a small bucket



a rubber glove

Noun - a noun is an object. For example, bottle, support stocking.

Adjective - an adjective describes a noun. For example, new, large.

Underline the nouns and circle the adjectives below:

For example, the plastic bag.

- A double bed
- A green door
- An empty commode
- A clean plate

* Remember in a sentence the adjective comes before the noun.

Task 6

Put the adjectives and nouns below in alphabetical order:

Adjectives

green	clean
double	
plastic	
empty	
clean	

Nouns

plate	
bed	
commode	
door	
bag	

Task 6

Don't forget that we use capital letters for certain nouns. For example, names of people, places, days of the week, etc.

These are called **proper nouns**.

Rewrite the sentences below using capital letters for the proper nouns:

I work in birmingham.

My client's name is bill.

I don't work on tuesdays.

I have been a carer since july.

Achieved

Rw/E2.5

Ws/E2.2

Ws/E2.4

Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

Task 7

Look at the telephone bill below:

nlq Telephone services			
Mrs P Tyler		Statement Date:	14 May 2003
16 Delta Road		Account No:	74112199
Cambridge		Payment Due:	14 June 2003
CB3 7LT			
Bill Summary			
<u>Date</u>	<u>Ref</u>	<u>Number</u>	<u>Balance</u>
10 April 2003	21198743	01332 311624	£64.67
			+VAT £11.31
			TOTAL DUE £75.98
<hr/> <p>For all queries please call us on 0870 551 0890</p>			

Answer the following questions:

1 How much must Mrs Tyler pay for her telephone bill?

Answer

2 When must Mrs Tyler pay the bill?

Answer

3 What number should she call with any questions about the bill?

Answer

4 Where does Mrs Tyler live?

Answer

5 What is Mrs Tyler's telephone number?

Answer

Achieved Rt/E2.3

Tutor Signature: Date:

Student Signature: Date:


Tutor Comments:

Task 8

Match the words below with the correct definitions. Use a dictionary to help you.

example

kettle  a container used for boiling water

bed pan  soft cloth used for washing

blanket  portable bowl used as a toilet


flannel  woolen cloth used to cover a bed

Match the words on the left with the endings on the right to make longer words:

example

power  ful

sauce  taker

care  y

dish  cloth

wheel  pan

read  chair

Achieved

Rw/E2.3

Rw/E2.4

Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

Task 9

Ask your partner the following questions and write the answers in the boxes below:

Where do you work?

How long have you worked there?

How many people do you work with?

What do you like most about your job?

Describe a typical day at work.

What is the most difficult thing about your job?

Task 9

Now talk to your tutor about your partner's answers.

Remember that you are talking about another person, so your sentences should start with He/She, for example:

She likes her job

He starts work at 9am

Tutor's notes on student achievements of this task

Achieved

Lr/E2.5

Lr/E2.6

Sc/E2.1

Sc/E2.3

Tutor Signature:..... Date:.....

Student Signature:..... Date:.....

Tutor Comments:.....

Tutor Sheet ONLY-Task 10

Note to Tutor: please read this narrative with another person twice, for Student Task 10 page 24.

- Sam:** I'm going into town now Mr Micheals. What can I get you?
- Mr Michaels:** Thanks Sam. Could you pick up my pension from the Post Office?
- Sam:** Yes.
- Mr Michaels:** It's £78.64.
- Sam:** No problem. What else do you need?
- Mr Michaels:** Could you also buy four first class stamps?
- Sam:** Yes. Do you also need envelopes?
- Mr Michaels:** No, but I do need a birthday card for my neighbour. She'll be 75 next week!
- Sam:** OK. How would you like me to pay?
- Mr Michaels:** Use the money from my pension and keep the receipt for me.
- Sam:** That's fine. I'll be back soon.
- Mr Michaels:** Thanks. Bye.

Note to Tutor: please read the following instructions aloud twice, for Student Task 10 page 24.

This is how you get to the post office:

- 1 Continue along this road until you reach the traffic lights.
- 2 Turn right at the traffic lights and walk along Reed Road.
- 3 Take the third road on your left which is Potton Road.
- 4 The Post Office is about 200 metres down this road.

Student Sheet ONLY-Task 10

Tick the correct answer about the conservation that you have just heard:

1 Where is Sam going?

Post Office

Bank

2 How much is Mr Michaels' pension?

£78.64

£87.64

3 Sam needs to buy some envelopes.

True

False

4 Now listen to your tutor read the directions aloud. Put the sentences below in the correct order. For example, 'This is how you get to the Post Office' = 1

Turn right at the traffic lights and walk along Reed Road.	
The Post Office is about 200 metres down this road.	
This is how you get to the Post Office.	1
Take the third road on your left which is Potton Road.	
Continue along this road until you reach the traffic lights.	

Achieved Lr/E2.1 Lr/E2.2 Lr/E2.3 Lr/E2.4 Lr/E2.7

Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

Task 11

Put the words in the correct order to make requests. Make sure you use capital letters where appropriate.

For example,

You need to find the Post Office.

me you do excuse please where know the Post Office is?

Excuse me please. Do you know where the Post Office is ?

You are on the telephone and need to speak to the pharmacist.

this afternoon please speak I good could to the pharmacist?

You need to phone directory enquiries to find the number for the surgery.

could have number the I doctor's for the surgery please Stoke Way in Lincoln?

You don't understand the word flammable.

does mean flammable what?

Now read the questions above aloud to your tutor.

Task 11

Now talk to your tutor and your class about your work experience.

Where have you worked in the past?

Which jobs have you liked the most?

What would be your perfect job?

Tutor's notes on student achievements of this task:

Achieved

Sc/E2.2

Sc/E2.4

Sd/E2.1

Lr/E2.8

Tutor Signature:..... Date:.....

Student Signature:..... Date:.....

Tutor Comments:.....

ESOL Criteria list for Entry Two

Speaking and Listening

Listen and respond to spoken language, including straightforward information, short narratives, explanations and instructions.

Speak to communicate information, feelings and opinions on familiar topics.

Engage in discussion with one or more people in a familiar situation, to establish shared understanding about familiar topics.

- Lr/E2.1 Listen for and follow the gist of explanations, instructions and narratives.
- Lr/E2.2 Listen for detail in short explanations, instructions and narratives.
- Lr/E2.3 Listen for and identify the main points of short explanations or presentations.
- Lr/E2.4 Listen to and follow short straightforward explanations and instructions.
- Lr/E2.6 Listen to identify simply expressed feelings and opinions.
- Sc/E2.1 Speak clearly to be heard and understood in straightforward exchanges.
- Sc/E2.2 Make requests and ask questions to obtain information in everyday contexts.
- Lr/E2.5 Respond to straightforward questions.
- Sc/E2.3 Express clearly statements of fact, short accounts and descriptions.
- Sc/E2.4 Ask questions to clarify understanding.
- Lr/E2.7 Follow the gist of discussions.
- Sd/E2.1 & Lr/E2.8 Follow the main points and make appropriate contributions to the discussion.

Reading

Read and understand short, straightforward texts on familiar topics.

Read and obtain information from short documents, familiar sources and signs and symbols

- Rt/E2.1 Trace and understand the main events of chronological and instructional texts.
- Rt/E2.2 Recognise the different purposes of texts at this level
- Rw/E2.2 Recognise high-frequency words and words with common spelling patterns.
- Rt/E2.4 Use illustrations and captions to locate information.
- Rs/E2.1 Read and understand linking words and adverbials in instructions and directions e.g. next, then, right, straight on.
- Rw/E2.1 Read and understand words on forms related to personal information e.g. first name, surname, address, postcode, age, date of birth.
- Rt/E2.3 Identify common sources of information.
- Rw/E2.3 Use phonic and graphic knowledge to decode words.
- Rw/E2.4 Use a simplified dictionary to find the meaning of unfamiliar words.
- Rw/E2.5 Use initial letter to find and sequence words in alphabetical order.

ESOL Criteria list for Entry Two - cont

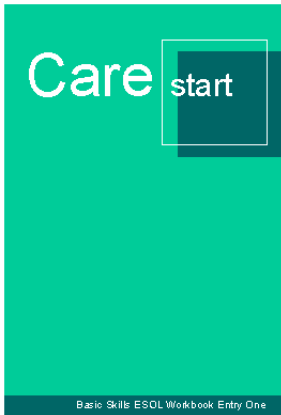
Writing

Write to communicate information with some awareness of the intended audience.

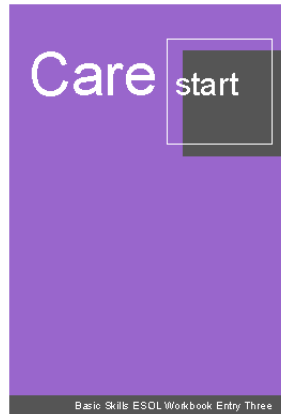
- Wt/E2.1** Use written words and phrases or present information.
- Ws/E2.1** Construct simple and compound sentences using common conjunctions to connect two clauses, e.g. as, and, but.
- Ws/E2.2** Use adjectives.
- Ws/E2.3** Use punctuation correctly, e.g. capital letters, full stops and question marks.
- Ws/E2.4** Use a capital letter for proper nouns.
- Ww/E2.1** Spell correctly the majority of personal details and familiar common words.
- Ww/E2.2** Produce legible text.
-

End of Entry Two

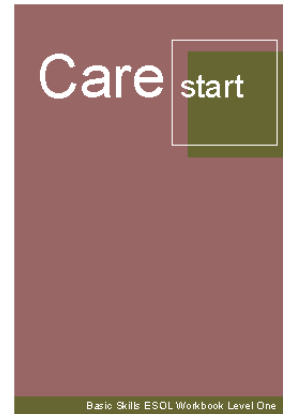
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Entry One



Entry Three



Level One

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