



Profile of Ability

The listener can:

Understand, with some effort, the gist of moderately complex, concrete formal and informal communication.

When the communication is:

- Spoken clearly at a slow to normal rate
- Face-to-face, on the phone or via digital media (one-on-one or in small groups)
- Related to relevant, everyday topics
- Moderate in length
- In moderately demanding contexts

Demonstrating these strengths and limitations:

- Understands overall meaning or intent
- Identifies main ideas, supporting details and implied meanings
- Understands language that is concrete and includes mostly common vocabulary
- Recognizes meaning based on a developing understanding of complex sentences and structures
- May sometimes rely on contextual clues for comprehension
- Recognizes some registers
- Understands very common idiomatic language
- Sometimes requires repetition
- Can comprehend on the phone when context and topic are highly relevant and familiar

I. Interacting with Others

- Understand the gist and some details in moderately complex common and predictable social exchanges (that may express interests, likes, dislikes, preferences, offers, invitations and compliments).
 - Identifies specific factual details and implied meanings.
 - Identifies formal and casual style and register.
 - Identifies language functions.
 - Identifies emotional states from tone and intonation.
 - Identifies the situation and relationships between speakers.
 - Interprets feelings such as interest, likes/dislikes, preferences.
 - Demonstrates strengths and limitations typical of Listening Benchmark 5, as listed in the Profile of Ability.

Sample Tasks

Listen to a co-worker, friend or classmate's likes and dislikes regarding the organization of an upcoming social event to respond and contribute ideas.

Listen to a phone message from a medical receptionist changing the date and time of an appointment.

Listen to an exchange between co-workers talking about their preferences for various work shifts and the reasons for their preferences.

Listen to compliments to determine whether they are sincere.

II. Comprehending Instructions

- Understand simple to moderately complex directions and instructions for generally familiar and relevant procedures.

[Instructions are about 7 to 8 steps, with up to 10 details (fewer on the phone).]

 - Follows a range of basic cohesive devices indicating order and sequence.
 - Seeks clarification and confirmation if required.
 - Responds with actions to directions and instructions.
 - Demonstrates strengths and limitations typical of Listening Benchmark 5, as listed in the Profile of Ability.

Sample Tasks

Follow instructions on safety or security procedures at work.

Follow directions to locate an office, school or tourist attraction on a map.

Follow directions on using public transit given over the phone.

Follow a teacher's instructions for performing a mathematical calculation.

Follow a pharmacist's instructions on how to take a specific medication.



Listening – Benchmark 5

III. Getting Things Done

- Understand the gist and some details in moderately complex communication intended to influence or persuade (such as simple advice, opinion or suggestions) in everyday personally relevant situations.
 - Identifies main intent, main idea, factual details, words and expressions.
 - Identifies some implied meanings.
 - Identifies cohesive devices and discourse indicators for sequence, comparison and contrast.
 - Identifies basic signals in speech for collaboration, turn-taking and interrupting.
 - Recognizes and interprets advice, opinions and suggestions.
 - Demonstrates strengths and limitations typical of Listening Benchmark 5, as listed in the Profile of Ability.

Sample Tasks

Listen to a public announcement in a mall or department store about a special offer to decide whether or not to take the offer.

Listen to a short demonstration about the features of a product (such as a home appliance) to decide whether it is worth purchasing.

Listen to TV commercials about two different cell phone companies and compare their services to determine the best offer.

Listen to a phone message from a co-worker asking about switching a shift to make a decision before returning the call.

IV. Comprehending Information

- Understand information about familiar or relevant topics.
- Understand descriptive or narrative monologues or presentations related to everyday, personally relevant topics or situations.

[Presentations are informal, with the use of visuals and up to about 5 minutes in length.]

 - Gets the gist.
 - Identifies key words and phrases.
 - Identifies factual details and some implied meanings.
 - Identifies opinions.
 - Interprets descriptions, reports and explanations.
 - Demonstrates strengths and limitations typical of Listening Benchmark 5, as listed in the Profile of Ability.

Sample Tasks

Listen to a public service announcement (such as one about the benefits of getting a particular vaccination) to decide whether to follow the recommendations.

Listen to a short news report about an upcoming community event to decide whether to attend.

Listen to a short explanation from a bank teller about different accounts to determine the advantages and disadvantages of each.

Listen to a weather report to inform members of a work crew about a delay due to weather.