Test section – Listening Part 1

Form Completion and Multiple Choice questions

Activities
1. Predicting context and answers – paired discussion
2. Completing a form
3. Developing a strategy for Multiple Choice questions
4. Listening Part 1 practice

Aims
- To develop students' prediction skills from the context for IELTS Listening Part 1
- To provide students with strategies for Form Completion and Multiple Choice question types
- To provide practice of Part 1 of the Listening test

Learning outcomes
- Students will have developed strategies for Form Completion and Multiple Choice questions.
- Students will have applied strategies in Part 1 practice.

Information about this section of IELTS
In the Listening test Part 1, test takers will hear a conversation between two people set in an everyday social context, for example, a conversation about travel arrangements. There are 10 questions, and they are in the same order as the audio recording. The recordings are heard only once. They include a range of accents, including British, Australian, New Zealand, American and Canadian.

A variety of question types are used, chosen from the following: Multiple Choice, Matching, Plan/Map/Diagram Labelling, Form/Note/Table/Flow Chart/Summary Completion, Sentence Completion, Short Answer questions.

Time	30-40 minutes
Level	B1+
Class	Suitable for groups / large classes, F2F / Online
Interaction	Individual / pair work
Materials	Worksheets x 2 and audio script attached
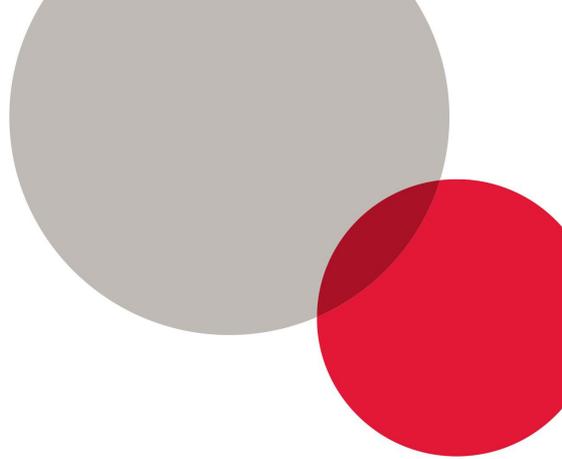
Activities: Predicting context and answers, Form Completion questions
Material: Worksheet 1
Time: 15 – 20 minutes
Procedure:

- introduce the focus of the lesson – Listening Part 1 and the 2 question types: Form Completion and Multiple Choice questions (MCQs).
- draw attention to Worksheet 1 and a typical Form Completion task.
- in pairs, students carry out Exercise 1 to work out the context of the conversation they will hear.
- get class feedback and ask students to justify their answers.
- point out to students that it's important to use the time given before the recording is played to anticipate what they are going to hear.
- get students to complete Exercises 2 and 3 individually before checking in pairs.
- get class feedback and go through answers to Exercise 3.
- draw attention to the use of the word 'college' on the question sheet and elicit how this helps you in preparing to listen, i.e. you're not listening for a street name but the name of the college. You can also use this opportunity to draw attention to whether or not units of measurements, currency symbols etc. are included on the question sheets and emphasise the importance of reading the questions and following the instructions carefully.

Answers:
1   sending a package to Kenya
2   customer and assistant from a shipping company
3   *suggested answers:*

Question	Type of information + example
1	Surname, e.g. Smith
2	Address, e.g. 24 King's
3	Postcode, e.g. TW1 23G
4	Number (size), e.g. 70
5	Number (size), e.g. 50
6	Nouns, e.g. shoes
7	Nouns, e.g. books
8	Number (cost), e.g. 100

4   a) True; b) True; c) True; d) False

Activities: Multiple Choice questions, Listening Part 1 practice
Material: Worksheet 2
Time: 15 – 20 minutes
Procedure:

- give out Worksheet 2 and ask students to identify the question type (Exercise 1).
- point out to students that they can use the stem of the question to help work out what they need to listen out for by highlighting key words.
- get students to work on their own with Exercise 2 to identify the key words.
- tell students to look at the options and come up with synonyms or similar words and phrases as they may not hear the exact words in the recording.
- point out to students that often in the IELTS Listening test they will hear all of the options but have to keep listening to ensure they select the correct option.
- tell students they are going to do Listening Part 1 on their own and answer questions 1-10.
- elicit that Part 1 has a break in the middle and how to use this break i.e. follow the narrator's instructions when they tell you exactly which questions to look at. This way you can stagger the preparation of the questions, dealing with a smaller number of questions can lead to a higher level of accuracy rather than trying to prepare all 10 questions at once.
- play the recording and before giving the answers, get students to check their answers in pairs.

Answers:
1   Multiple Choice questions
2   9 - type, insurance 10 - goods, delivered to
3   *suggested answers:*
    economy – low-cost, cheapest
    standard – usual, normal
    premium – most expensive, best
    port - docks
   home - residence
    depot – warehouse

Answer key:

1   Mkere

2   Westall

3   BS8 9PU

4   0.75 m/metre(s)/meter(s) (wide) / three(-)quarter(s) (of) (a) metre/meter (wide) / ¾ m (wide) / 75 cm(s) (wide)

5   0.5 m/metre(s)/meter(s) (high/deep) / (a) half (a) metre/meter (high/deep) / ½ m (high/deep) / 50 cm(s) (high/deep)

6 & 7 *in either order*
       (some) books
       (some) toys

8   1,700

9   C

10   A

Follow-up activity

Make copies of the audio script for students to

- locate answers.
- identify how an answer is being 'signalled'.
- note the use of synonyms or rephrasing of the words in the questions.
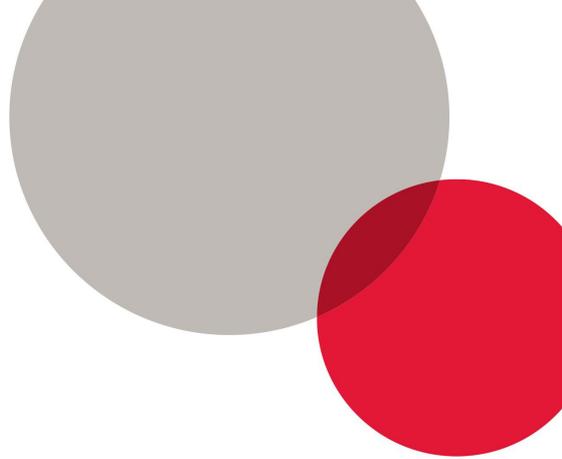
Listening Part 1

Worksheet 1

Predicting context and answers

PART 1

Questions 1 – 8

Complete the form below.

*Write **NO MORE THAN THREE WORDS AND/OR A NUMBER** for each answer.*

PACKHAM'S SHIPPING AGENCY – customer quotation form

Example	
Country of destination:	**Kenya**…

Name: Jacob **1** …………

Address to be collected from: **2** …………   College, Downlands Rd

Town: Bristol

Postcode: **3** …………

Size of container:

Length: 1.5m

Width: **4** …………   Height: **5** …………

Contents: clothes

6 …………

7 …………
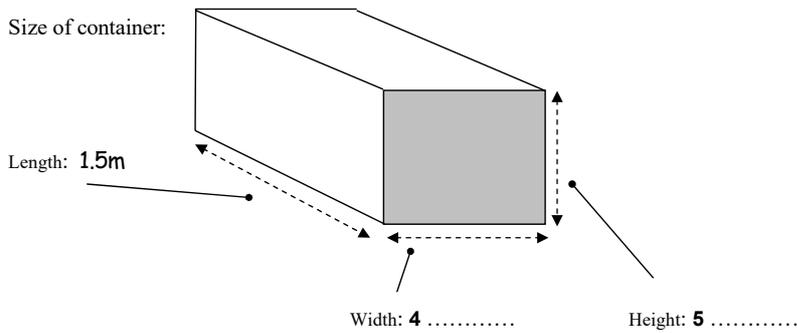
Total estimated value: **8** £…………
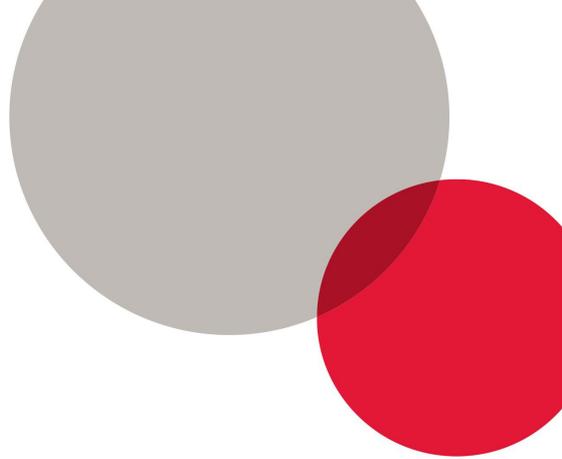
Predicting context and answers

1   *From the information on the form, answer the following questions:*

a) *What is the conversation about?*

b) *Who do you think the speakers will be?*

> When you are asked to complete a form in the Listening test, it's important to work out what you're listening for and to note how many items you can write.

2   *Look at the form and questions 1-8. For each of the gaps, decide what kind of information you need to listen out for and write down one example.*

Question	Type of information + example
1	
2	
3	
4	
5	
6	
7	
8	

3   *Look at the instructions and decide if the following sentences are True or False.*

a) You can write one word.   True / False

b) You can write one number only.   True / False

c) You can write a combination of words and numbers.   True / False

d) You can write four words.   True / False
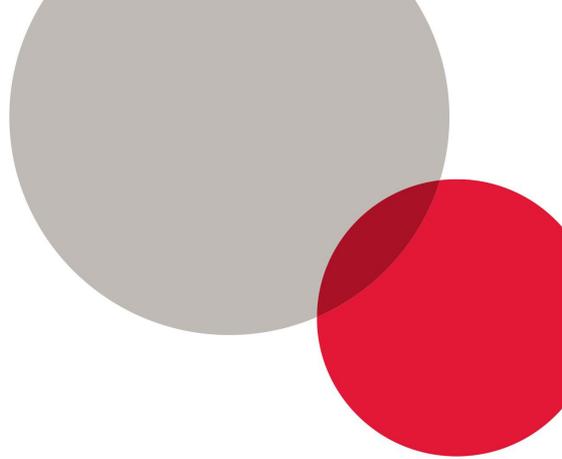
Listening Part 1

Worksheet 2

Strategy for dealing with MCQs

1   Look at the second part of the listening task and identify the question type.

PART 1

Questions 9 and 10

*Choose the correct letter, **A**, **B** or **C**.*

9   Type of insurance chosen

        A   Economy
        B   Standard
        C   Premium

10   Customer wants goods delivered to

        A   port
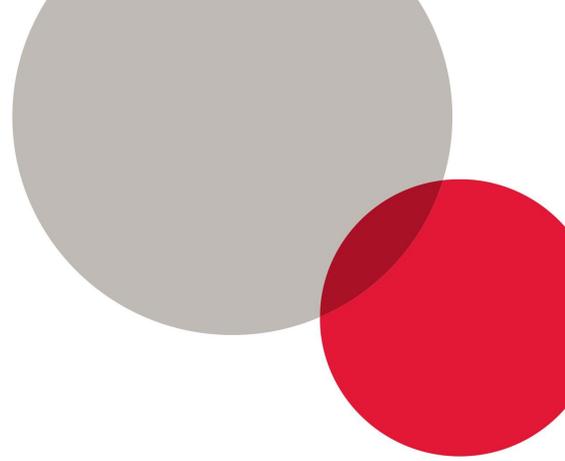   **B**   home
        C   depot

> In Multiple Choice questions it is useful to look at the stem of the question to help you identify what you need to listen out for.

2   Look at questions 9 and 10 and underline the key words of the stem.

> The next step is to look at the options, think of synonyms and similar words and phrases, as you may not hear exactly the same words on the recording.
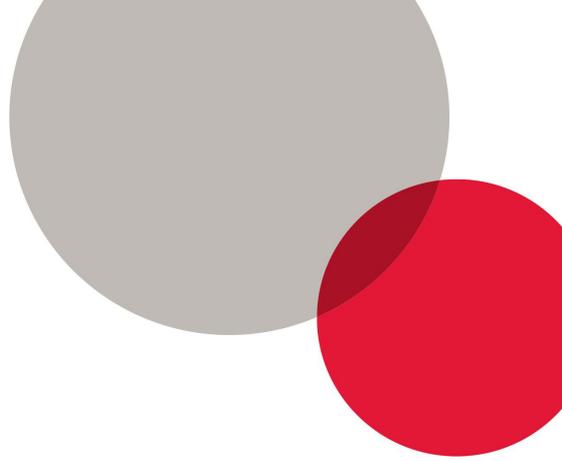
3   *Note down similar words and phrases for the 6 options in questions 9 and 10.*

Economy   …………………………………………..

Standard   …………………………………………

Premium   …………………………………………

port   …………………………………………..

home   …………………………………………..

depot   …………………………………………

> Sometimes in Multiple Choice questions, you will hear all of the options and have to decide which one is correct.

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4   *Now work on your own, listen to the recording and answer questions 1-10 on the following pages.*

PART 1

Questions 1 – 8

Complete the form below.

Write **NO MORE THAN THREE WORDS AND/OR A NUMBER** *for each answer.*

PACKHAM'S SHIPPING AGENCY – customer quotation form

Example	
Country of destination:	**Kenya**…

Name: Jacob **1** …………

Address to be collected from: **2** ………… College, Downlands Rd

Town: Bristol

Postcode: **3** …………

Size of container:

Length: 1.5m

Width: **4** …………   Height: **5** …………

Contents: clothes

     6 …………

     7 …………
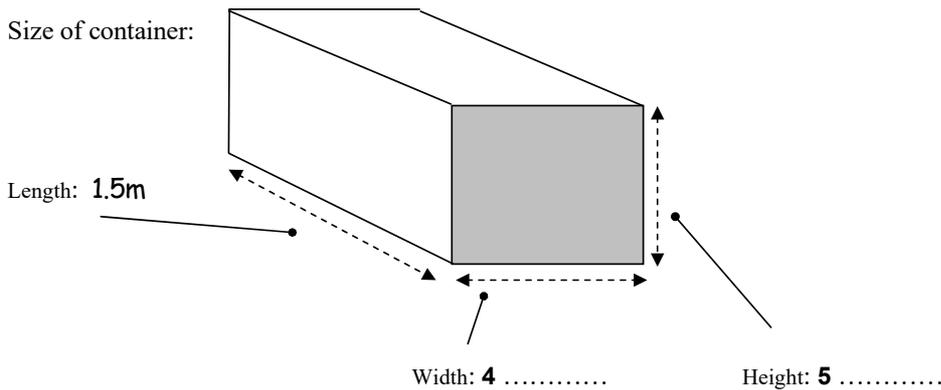
Total estimated value: **8** £…………
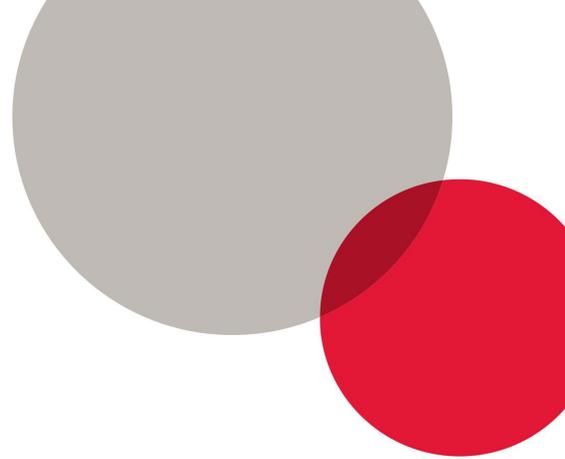
PART 1

Questions 9 and 10

Choose the correct letter, A, B or C.

9   Type of insurance chosen

        A Economy
        B Standard
        C Premium

10   Customer wants goods delivered to

        A port
        B home
        C depot

You will hear a telephone conversation between a customer and an agent at a company which ships large boxes overseas.

A Good morning Packham's Shipping Agents. Can I help you?

B Oh yes, I'm ringing to make enquiries about sending a large box, a container, back home to Kenya from the UK.

A Yes, of course. Would you like me to try and find some quotations for you?

B Yes, that'd be great. Thank you.

A Well first of all, I need a few details from you.

B Fine.

A Can I take your name?

B It's Jacob Mkere.

A Can you spell your surname, please?

B Yes, it's M-K-E-R-E.

A Is that 'M' for mother?

B Yes.

A Thank you, and you say that you will be sending the box to Kenya?

B That's right.

A And where would you like the box picked up from?

B From college, if possible.

A Yes, of course. I'll take down the address now.

B It's Westall College.

A Is that W-E-S-T-A-L-L?

B Yes, ... college.

A Westall College. And where's that?

B It's Downlands Road, in Bristol.

A Oh yes, I know it. And the postcode?

B It's BS8 9PU.

A Right ... and I need to know the size.

B Yes, I've measured it carefully and it's 1.5m long ...

A Right.

B 0.75m wide ...
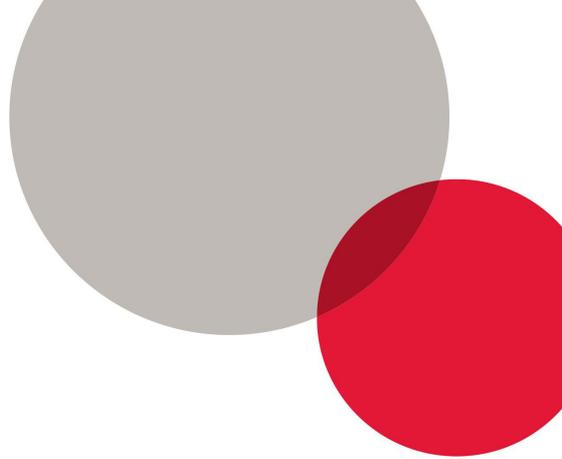
A OK.

B And it's 0.5m high or deep.

A Great. So I'll calculate the volume in a moment and get some quotes for that. But first can you tell me, you know, very generally, what will be in the box?

B Yes there's mostly clothes.

A OK. *[writing down]*

B And there's some books.

A OK. Good. Um ... Anything else?

B Yes, there's also some toys.

A OK and what is the total value, do you think, of the contents?

B Well the main costs are the clothes and the books – they'll be about £1500 but then the toys are about another two hundred – so I'd put down £1700.

…………………………………

A OK right. Now obviously insurance is an important thing to consider and our companies are able to offer very good rates in a number of different all-inclusive packages.

B Sorry, could you explain a bit more?

A Yes, sorry, um. There's really three rates according to quality of insurance cover – there's the highest comprehensive cover which is Premium rate, then there's standard rate and then there's economy rate. That one will only cover the cost of the contents second hand.

B Oh I've been stung before with economy insurance so I'll go for the highest.

A Mh'hm and can I just check would you want home delivery or to a local depot or would you want to pick it up at the nearest port?

B The port'd be fine – I've got transport that end.

A Fine and will you be paying by credit card?

B Can I pay by cheque?