



Profile of Ability

The listener can:

Understand most moderately complex formal and informal communication, including some abstract concepts and ideas related to life experience.

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 topics and life experience
- 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 generally concrete with some abstract elements and a range of common vocabulary
- Recognizes meaning based on a developing understanding of complex sentences and structures
- May occasionally rely on contextual clues for comprehension
- Recognizes some registers and styles
- Understands common idiomatic language
- May require repetition
- Can comprehend on the phone when context and topic are relevant and familiar

I. Interacting with Others

- Understand common social exchanges (such as openings and closings, making and cancelling of appointments, apologies, regrets, excuses, and problems in reception and communication).
 - Identifies specific factual details and implied meanings.
 - Identifies formal and casual style and register.
 - Identifies language functions.
 - Identifies some feelings such as regret and compassion.
 - Identifies expressions of openings, pre-closings, closings and leave-takings.
 - Identifies situation and relationship between speakers.
 - Identifies mood, attitude and emotional states from tone and intonation.
 - Demonstrates strengths and limitations typical of Listening Benchmark 6, as listed in the Profile of Ability.

Sample Tasks

Listen and respond to a friend's reason for cancelling a dinner date.

Listen to a classmate's reasons for not being able to complete his/her part of a group assignment on time and make inferences about unstated reasons for not completing the work.

Listen to a manager apologize to employees for having to cancel the annual staff party.

II. Comprehending Instructions

- Understand moderately complex directions and instructions for technical or non-technical tasks.

[Instructions are about 9 to 10 steps, with up to 12 details (fewer on the phone).]

 - Follows sequence markers or other linguistic clues to infer order of steps.
 - Follows a range of 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 6, as listed in the Profile of Ability.

Sample Tasks

Follow instructions on how to treat a burn or stop bleeding from a medical practitioner on the phone (such as a health information line).

Follow instructions for writing an essay. (*Take notes while doing the research. Write an outline after you have done the research.*)

View an instructional video in a workplace training session to respond with appropriate actions in the follow-up training activities.