



Profile of Ability

The listener can:

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

When the communication is:

- Spoken clearly at a normal rate
- Face-to-face, on the phone or via digital media (one-on-one or in small groups)
- Related to relevant topics, general knowledge 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 concrete or abstract and sometimes specialized, with an expanded range of vocabulary
- Recognizes meaning based on an understanding of an increasing range of complex sentences and structures
- May use contextual clues to enhance comprehension
- Recognizes an expanding range of registers and styles
- Understands an expanding range of common idiomatic language
- Can follow most moderately complex phone interactions
- Has difficulty following faster conversations

I. Interacting with Others

- Understand moderately complex social exchanges (such as expressions of and responses to gratitude, hopes, appreciation, complaints, disappointment, satisfaction, dissatisfaction, approval and disapproval).
 - Identifies implied meanings and stated and unspecified details.
 - Identifies language functions.
 - Identifies formal and casual style and register.
- Understands the intent of the expressions and the responses.
- Identifies emotional state, mood and attitude from tone and intonation.
- Interprets feelings such as gratitude, hope and appreciation.
- Identifies situation and relationship between speakers.
- Demonstrates strengths and limitations typical of Listening Benchmark 7, as listed in the Profile of Ability.

Sample Tasks

Listen and respond to a complaint from a friend, colleague or classmate and determine the nature of the complaint and the speaker's mood and attitude.

Listen and respond to a neighbour expressing appreciation for a favour.

Listen to a discussion among co-workers to determine the root of a problem or conflict on a team.

II. Comprehending Instructions

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

[Instructions are about 10 to 12 steps, with up to 15 details (fewer on the phone).]

 - Follows sequence markers, cohesive devices (connecting words, reference, parallel structure, substitution) or other linguistic clues to infer order of steps.
 - Seeks clarification and confirmation if required.
 - Responds with actions to directions and instructions.
- Demonstrates strengths and limitations typical of Listening Benchmark 7, as listed in the Profile of Ability.

Sample Tasks

Follow detailed shipping instructions from a customer on the phone.

Follow detailed directions on how to get to a job interview.

Follow detailed instructions on how to complete a class project.

Listen to a safety expert describe procedures for handling dangerous materials in the workplace to determine appropriate action.