

Transcripts - Certificate 1 Listening tasks

Topic 1

Introducing yourself

VPAU493 Element 1

Someone introducing themselves.

Hello, my name is Penny.

I am Australian.

I am in my forties.

I have a partner, a son and a daughter.

We have one dog, called Sammy.

I enjoy watching TV, reading books, eating chocolate and going for long walks with Sammy.

Topic 2

Shopping – Returning a dress

VPAU493 Element 2

Shopping at Target, Highpoint. Returning a wrong sized article of clothing to the service desk.

Approach 'customer service counter'.

Attendant: Good morning may I help you?

Shopper: Good morning. This dress is too big. I bought this dress for my son's wedding but it is too big.

Attendant Do you have a receipt?

Shopper: Yes, here it is.

(Goods checked by the attendant)

Attendant Do you want an exchange or refund?

Shopper: Refund?

Attendant Do you want your money back?

Shopper: No thank you. I want a new dress. I like this dress. I like the colour. I want a smaller size please.

Attendant You go and find the smaller size. I'll keep your dress here. Come back and speak to me. My name is Jan.

Shopper: Thank you. I'll be back soon with my new dress. Thank you for your help.

Topic 3

How to use a dishwasher

VPAU494 Element 1

Hello. I'm going to tell you how to use this dishwasher,

Listen carefully.

First of all, fill the bottom tray with pots and dishes.

Then put the cutlery in the cutlery basket.

Fill the top tray with cups, saucers, glasses and small dishes.

Next, put the dishwasher tablet into the tablet dispenser.

Now, close the door.

After that, set to the setting you want.

Then press the on button.

Finally press the start button.

Topic 4

Public announcement - Weather report

VPAU494 Element 3

Weather Report – Jill

Tomorrow, Tuesday the 15th of May the weather will be cloudy with a few showers, mostly clearing in the day. The minimum is expected to be 11 degrees and the maximum 16, quite cold. Best to put on those winter woolies and take an umbrella. Peta...

News reporter: Peta

Arghhh... , yes, thank you for that report Jill. I will rug up tomorrow and bring the umbrella. Now just to recap the news. (fade out)

Transcripts – Certificate 2 Listening tasks

Topic 5

Trains cancelled

VPAU497 Element 1

Train announcement:

Passengers on platform 2 please be advised that trains to Flinders St have been cancelled due to a signal failure

A. Oh no, bloody trains I'm sick of this. It happens all the time.

B. What am I gonna do? Do you know if they'll run buses to the city?

A. They might but I have to be at work in 20 minutes. The boss'll be furious.

B. Got to be on time today. It's my first day in my new course. Just can't be late today of all days!

A. Oh yeah, you can't be late today. What about we just share a taxi? It'd only be about 20 bucks between us. What do you reckon?

B. Yeah, good idea.

(cab door slamming)

A. So what are you studying?

B. I'm doing a barista course.

A. What the hell is a barista course?

B. You know, coffee making.

A. How did you get into that?

B. Oh, I've been overseas and I need to get a job quickly and there's heaps of coffee shops in Melbourne.

A. I love my coffee. I have a double shot soy macchiato everyday before work, but no time for that today!

B. Oh, here we are. That was quick.

A. Good luck with the course.

B. Yeah and good luck with the boss.

Topic 6

Car accident- Exchange details

VPAU497 Element 1

A. Are you okay? I don't know how that happened!

B. We're fine, hopefully my car is too.

Let's look at the cars.

A. Oh, there's quite a bit of damage to the back of your car and the front of mine.

B. Okay. We need to exchange details. I'll just grab a pen and paper.

A. My name is Desi Bolter. Here is my licence. My phone number is 0407 999 111. My insurance company is BMA Insurance. And the car licence plate is AUN 187. And you?

B. Yes, my name is Asmati A-S-M-A-T-I, Ali. Here is my licence. My phone number is 0354 24 5555. The car licence plate is BTN 444. I don't know if we are insured or not, this is my father's car.

A. Don't worry. I'll be in contact soon.

B. Okay, thanks. Good-bye.

Topic 7

Looking for Work

VPAU497 Element 3

Cathy walks around her local area with copies of her resume looking to see if any businesses have any work available. Cathy sees a café that she would like to work in. She goes in and asks if they have any work available.

Cathy Hello, how are you going?

Café worker Good thanks. What can I get for you?

Cathy Actually, I was wondering if there was any work available here at the moment?

Café worker Ummmm, I am not sure. I will just go and ask my boss. Do you have experience?

Cathy Yes, I have worked in hospitality for 3 years. By the way, my name is Cathy.

Café worker Thanks Cathy, just wait here a minute.

Café worker Hi, I'm sorry but she said there is nothing available at the moment.

Cathy Oh, I see. That's ok. I have my resume here, can I leave one with you?

Café worker Sure and if we need anyone then we'll call you.

Cathy Yes, that would great. I live really close to here.

Café worker No problem.

Cathy Thanks for your time.

Café worker No worries. Good luck.

Cathy Thanks. Bye.

Topic 8

News Story Melbourne, the most liveable city

VPAU498 Element 1

Melbournians can stop complaining about public transport, city traffic and Melbourne's weather. According to the EIU annual liveability survey we are the most liveable city in the world. Cities are judged across five categories – healthcare, education, infrastructure, culture and crime. Melbourne came out on top with a score of 97.5.

Lord Mayor Robert Doyle says it's great news for Melbourne and that as Melbournians we should all be proud of our city. He believes the award will benefit Melbourne's tourism and hospitality industry.

The top three cities were Melbourne, Vienna in Austria and Vancouver in Canada. Australia's other major cities were Adelaide 6th, Sydney 7th and Perth came in at 9th.

Topic 9

Using MYKI

VPAU498 Element 3

- A. Ok, I've got my MYKI. Do you have one?
- B. Yeah.
- A. How do I use it?
- B. Ummm. Well, first you need to put money on your card.
- A. Put money on your card? What do you mean?
- B. Well. See the blue machine there...near the ticket office?
- A. Uh hum, yeah
- B. You need to place your MYKI on the machine. See here, on the pad.
- A. Oh, I get it.
- B. Your balance appears on the screen. Do you want to pay by cash or credit card?
- A. Cash.
- B. Okay, how much?
- A. 10 bucks, is that okay?
- B. Yeah, the minimum is 1 dollar, so that's fine. Just insert the notes down there on the right.
- A. What's next?
- B. Check the amount on the screen and then press okay. Do you want a receipt?
- A. Yeah, it's probably a good idea.
- B. Press the yes button and collect your receipt from down there?
- A. Where?
- B. Down the bottom, where it says collect.
- A. Ohhh, down here? Is that it?
- B. One more thing, don't forget to take your Myki card. Easy, isn't it?
- A. Yeah, it's pretty straight forward – just follow the prompts.
- B. Quick the trains coming. Don't forget to touch on before you get on the train.
- A. Okay, thanks.

Transcripts – Certificate 3 Listening tasks

Topic 10

What will you do on the weekend? – Transcript of dialogue

VPAU502 Element 1

Lee: Hi Jo, how are you? Did you have a good weekend?

Jo: Hi Lee, Yeah, it was OK, didn't do much, always the same. There's nowhere to go around here.

L: But Sunday was a beautiful day, we went down to the beach at Williamstown. Have you been down there?

J: No, I haven't, is it easy to get to?

L: Even by train, you just go to Williamstown Beach Station. Or just drive down to Williamstown Road. It's easy to park, but you have to pay a bit.

J: Mmm, I should give it a go, the kids would like it.

L: You know, they'd also like Scienceworks I reckon, that's always full of kids.

J: Yeah, true, I've taken them there before. I liked the bit upstairs where they can run around but can't get out of the gate.

L: Really? I've never been up there.

J: Oh, it's for little kids. Hey, you seem to know a lot of places round here... You know that giant statue you can see from the train? The gold one? Do you know what that is? I've been wondering?

L: Yeah, I think it's a Buddhist temple.

J: Strange place for it there, how do you even get to it?

L: Not sure, there must be a road in from somewhere. There's a few temples around here you know, although some of them you wouldn't know it. There's one in Yarraville, just looks like a normal house.

J: Yeah? It's nice round there isn't it? I love that cinema; and a while back I went to that farmers market in the park there. Do they still do that?

L: Every month I think. Great food, really fresh and cheap too.

J: Mmm maybe I should take the kids there one weekend. They'd like that too. Hey 've got to go and pick them up now, but thanks. You've given me some good ideas. I'll see you tomorrow.

L: No worries Jo, see you later.

Topic 11

Making a complaint on the phone

VPAU502 Element 3

Making a complaint on the telephone

Agent: Right Choice Real Estate. How can I help you?

Mona: Yes, hello. This is Mona Ali. I am a tenant of Flat 3, 122 High St, Sunshine.

Agent: Yeah.

Mona: Yes, I'm sorry to bother you but we have a problem with the oven. It doesn't seem to be working.

Agent: What problem?

Mona: Well it's not heating up and it's making a terrible smell.

Agent: Look Ms Ali I can't do anything for you now. All non-urgent repairs need to be put in writing. Alright?

Mona: But it is urgent. I need to cook for my family. We have guests all weekend and a party. I need to be able to cook for them. This is really urgent.

Agent: Sorry but there is nothing I can do until I see it in writing. The landlord will not approve anything until they see it in writing. That's the process, nothing I can do about it. Got it?

Mona: Yes ok then. I will put it in writing and bring it down to you today. Will you contact the landlord today?

Agent: I will do my best. That's all I can do. You can't say fairer than that.

Mona: Ok. Who do I address the letter to you or the owner?

Agent: The owner. Ok. Got to go. Cheerio.

Mona: Yes, ...thank you. I will see you soon with the letter. Good bye.

Topic 12

At a Citizenship Ceremony

VPAU503- Element 1

The Presiding Officer delivers the opening address

The Master of Ceremonies introduces the Mayor:

“I would now like to introduce the Presiding Officer to deliver the opening address.”

The Mayor addresses the audience as follows:

“Welcome everyone to today’s Australian citizenship ceremony. I am pleased to see so many citizenship candidates here today. I would like to congratulate each of you on your decision to become an Australian citizen. Making the Australian Citizenship Pledge is the final step in your becoming an Australian citizen. I know this is a very special day for you.

Following the citizenship ceremony I will invite everyone present to participate in a short affirmation ceremony once our new citizens have been presented with their Australian citizenship certificates. It is an opportunity for all Australians to make a statement, similar to that made by new citizens, publicly affirming their loyalty and commitment to Australia and its people.”

Topic 13

Listening to First Aid instructions

VPAU503- Element 3

First Aid Trainer:

Now, treating snakebites. Treat all snakebites as serious. Not all Australian snakes are poisonous but it is best to treat them all as serious until trained medical people have checked the bite.

If you see that a snake has bitten someone you should;

First, follow the DRSABCD primary assessment. That is check for danger. Make sure the area is safe. Check for a response and breathing. Send for help. Perform CPR immediately if the patient is not breathing until an ambulance gets there or the patient responds.

Second, rest and reassure the patient. It is vital that the patient does not move around. So rest them and keep them calm.

Then, apply a broad pressure bandage to the bite as soon as possible. That is a pressure bandage to the bite area.

Now, apply a pressure immobilisation bandage to the bite and up the limb. Apply tightly but without stopping the blood flow.

After that, splint the bandaged limb to immobilise it. The splint will help stop the limb moving.

Next, make sure the patient does not move. Does not move at all.

Finally write down the time of bite and when the bandage was applied. Stay with the patient.

So again, first follow DRSABCD, second, rest and reassure the patient. Thirdly, apply a broad pressure bandage on the bite site. Next apply a pressure immobilisation bandage up the limb. Then splint the bandaged limb.

Now ensure they do not move. Finally write down the time of bite and bandage applied. Stay with them.

So now you know what to do, there are also some things you should never do! DO not do any of the following.

Do not wash the venom off. Do not cut the bitten area. Do not try and suck the venom out. Do not use a tourniquet. And do not try and catch the snake!

Again I repeat. Do not wash the venom off. Do not cut the bitten area. Do not try and suck the venom out. Do not use a tourniquet. And do not try and catch the snake.

Now that is all good but what about if the person isn't able to tell you a snake bit them and you didn't see it? How would you know that a snake had bitten them?

What are the signs and symptoms of snakebite?

Some of the signs and symptoms of snake bite are:

Puncture marks on the skin, nausea, vomiting and diarrhea, blurred vision, drooping eyelids, bleeding from the site, breathing difficulties, and problems speaking or swallowing.

Now if you have any questions please ask me. Don't be afraid. I don't bite.