



Community Language Aide (CLA) Test Practice Material

Outline of test parts for this practice material

Parts of test	Topic or situation
Warm up – Talking about yourself	<i>House or flat, travel, internet use</i>
Role-play 1 – Obtaining information	<i>Council office – paying a fine</i>
Role-play 2 – Summarising and providing information	<i>Council office – letter about violation of hard rubbish and bin policy</i>
Role-play 3 – Understanding and resolving a problem	<i>Police Station – reporting a noise issue</i>



Warm up



Warm up

Instructions the NAATI Role-player (playing the customer)

Greet the candidate, and provide the instructions below in the **Language other than English (LOTE)** – not in English.

“In this first part, I’m going to ask you a few questions about yourself. This part will last for around three minutes, so don’t worry if I stop you after the time is up.”

Start with the questions in the first bullet point. Try to keep this to one minute. Then choose one of the other question sets as appropriate to finish up at two to three minutes. Remember to ask questions in the LOTE, not English.

Let’s talk about your house or flat.

- How long have you lived in your current house or flat?
- What do you like best about your current home?
- What kinds of things would you change about your home if you could?

Let’s talk now about travel.

- What kind of places do you enjoy travelling to? Why?
- Do you prefer domestic or international travel? Why / why not?
- What was the last long trip you took? Tell me about it.

Let’s talk about the internet

- What do you use the internet for?
- Which do you prefer using to access information, a computer or a smart phone?
- Would you like to spend more or less time on the internet? Why?

Try to keep answers on point, and **do not create new questions** during the course of the conversation. You can ask follow up questions, e.g. “*why/why not?*”

Try to cover at least two topic areas, but be sure to stop when 3 minutes has elapsed.



Role-play 1



ROLE-PLAY 1: OBTAINING INFORMATION

You work for the local council. Help the customer with their request. You will need to fill in the form below in order to respond to their request. The form simulates the computerised records used in the office.

TASK:

- Follow the steps in the form.
- Elicit required information.
- Ensure the information is correct.

Please start the conversation as follows:

[In LOTE] "Hello, how can I help you?"

You are rated on:

- * Politeness and helpfulness
- * Efficiency and relevance
- * Accuracy of information obtained
- * Accuracy of language use

1 First, obtain the customer's name

Customer name: _____

(Entering this pulls up the candidate's name and other vital information)

2 Confirm customer information and update it as necessary

Address: 44 Girvan Grove, Bendigo, NSW 2100 _____

Fine: \$300, for LITTERING _____

3 Ask and enter payment method

Payment by:

- Cash
- Cheque
- Credit card

Credit Card Number: _____ - _____ - _____

Expiration Date: _____ / _____

4 Ask and enter receipt method

Receipt for payment will be sent by post or email:

- By post to residential address (above)
- By email

Email address: _____@_____._____

5 Close conversation



Instructions for the NAATI Role-player

Maximum 5 minutes (includes 30 seconds to read the role card and 1 minute to read letter).

In this role-play the candidate needs to show they can obtain required information and ensure the information is accurate. Give the instructions below in the LOTE. Give the candidate the role card and allow up to 30 seconds for reading. The candidate should initiate the role-play.

"In the next part, we are going to do a role-play. I will give you a role card and you have up to 30 seconds to read your role and look at the materials provided. Please ask me if you have any questions. Here is your role and a form that shows you what information is needed."

Customer Role Card for Role-play 1: Obtaining Information

Situation

You are a LOTE-speaking customer who has come to your local council office to pay a fine you received for littering. You do not speak English.

Required Details

Customer Name:	<i>A generic name from the LOTE language background.</i>
Address:	44 Girvan Grove, Bendigo, NSW 2436
Fine:	\$300 for littering
Payment method:	Credit card
Card number:	5266-1200-5858
Card expiry date:	January 2019
Options for receipt:	by email
Email:	Victoria78@youmail.com

Interaction Goals

- * Politeness and helpfulness
- * Efficiency and relevance
- * Accuracy of information obtained
- * Accuracy of language use



Role-play 2



ROLE-PLAY 2: SUMMARIZING AND PROVIDING INFORMATION

You are a staff member at the local council office. A customer comes into your office with a letter, written in English, sent from the council. He/she cannot understand it and needs your help.

TASK:

- First, understand the basics of the letter.
- Then, give the customer the most important points of the letter.
- Finally, answer any further questions they have.

Please start the conversation as follows:

[In LOTE] *"Hello, how can I help you?"*

Interaction Goals

- * Politeness and helpfulness
- * Efficiency and relevance
- * Accuracy of information obtained
- * Accuracy of language use



Instructions for the NAATI Role-player

Maximum 6 minutes (includes 30 seconds to read the role card and 1 minute to read letter).

In the course of this role-play, the candidate is given a letter to read and is required to give the customer the most important points of the letter. To achieve the goal of this role play, the candidate will need to demonstrate an ability to convey relevant information and ensure the customer is aware of all salient points. Give the instructions below in the LOTE. Give the candidate the role card and letter and give him/her 1 minute 30 seconds to read the card and letter. The candidate should initiate the role-play.

"Now, we are going to do a different role play. You'll again be given your role. First, you will be handed your role card and a letter and you have up to 1 minute 30 seconds to look at the role play card and letter before we begin."

Customer Role Card for Role-play 2: Summarising and Providing Information

Situation

You are a LOTE-speaking customer who cannot speak English. You have received a letter from the council, which you cannot understand. You think this is something important, so you have come to your local council office to find out what the letter is about.

Note: You have not been aware of any changes to the policy on rubbish bins and hard rubbish.

The candidate should start the conversation as follows: *"Hello, how can I help you today?"*

You (in LOTE): *Hi. I received this letter from your office but I cannot understand what it is about. Can you help me?*

Extra notes

Try to ask follow-up questions, getting the candidate to scan through the letter for information, and ensure that, as a customer, you have enough information to know what you should do next and by when. For example:

'Am I being fined?'

'When did this change take place?'

'What exactly is hard rubbish?'



Notification: Hard Rubbish and Bins – First Notice

For Resident at 14 Alfred Street Brown Hill NSW 2415

Dear Resident,

This letter follows on one sent two weeks ago regarding **changes to the policy on rubbish bins and hard rubbish collection**. We are writing to ensure you are aware of the changes and to warn you that further violations will result in a fine.

After numerous incidents in the local area in which bins have been stolen and vandalised, the council and local police have decided to revise local regulations in an attempt to prevent further loss of council property. Residents are now obliged to remove bins from the street or collection point **within twelve hours** after they have been emptied. Bins should be returned to your property and put in a secure place. It has come to our attention that **you have twice failed** to return your rubbish and recycling bins in the twelve-hour time period. Further violations of this policy will result in a **\$100** fine.

Additionally, there have been changes to the classification of hard rubbish. We have been notified that you have put out **inappropriate hard rubbish*** with your bins, which can, and will in the future, carry an additional fine of **\$150**.

Please take note of the following policy changes and regulations for future waste disposal:

- **Empty bins** must be returned to your property no more than 12 hours after rubbish collection.
- **Hard rubbish*** can only be put out for collection on designated days:
 - **By appointment:** You can schedule a hard rubbish collection online at www.brownhillcouncil.gov.au, or by calling the council at 121 444.
 - **Biannual collection:** Hard rubbish collection takes place the first Tuesday of May and November each year. You do not need an appointment to put out hard rubbish on these days.

* **Hard rubbish includes** items such as appliances, televisions, furniture, mattresses, paint tins. Hard rubbish does **NOT include:** recyclables, carpets, sinks, brick, stone, garden waste.

Thank you for your time and effort in keeping waste management running effectively in our community.

Sincerely,

Brown Hill Council



Role-play 3



ROLE-PLAY 3: UNDERSTANDING A SITUATION AND WORKING TO RESOLVE IT

You are a staff member at the local police station, working at the service counter where members of the community can come for police help. Your station has distributed the attached policy document (below) to all staff, to help them answer questions about reporting a noise violation.

A customer comes into the station with a problem.

TASK:

- First, ask questions to gain an understanding of the situation.
- Then, explain the different options that are available.
- Finally, agree to the next step .

Please start the conversation as follows:

[In LOTE] *"Hello, how can I help you?"*

You are rated on:

- * Politeness and helpfulness
- * Efficiency and relevance
- * Obtaining the full back-story
- * Presenting accurate information
- * Accuracy of information obtained
- * Accuracy of language use



ROLE-PLAY 3: UNDERSTANDING A SITUATION AND WORKING TO RESOLVE IT

Continued.

Policy Document: Reporting a Noise Violation

Community noise regulations: No loud noises after 9 pm on weekdays and 10 pm on weekends. This can include loud parties, a barking dog, power tools, car alarms, etc.

1. Isolated incidents: If a neighbour is making a lot of noise after the times above, a member of the public can call the police at 131 444 to report the location; the police will come and investigate.

2. Ongoing problem: If a member of the public is concerned about an ongoing problem with noise, they can ask the local police to help them, through the following measures:

- Mediation is a recommended first step. Police will help them discuss the problem with the other party and try to come to an agreement and understanding.
- As a second step, a formal complaint can be made. Based on the formal complaint, the offending party will receive written notice about the offence and the legal requirement to abide by regulations.

3. If the above measures have not resolved the issue, the complainant can:

- a) take the case to the Community Justice Centre, who can help resolve the issue out of court free of charge, or
- b) seek a noise abatement order from the local court, at their own cost.



Instructions for the NAATI Role-player

Maximum 6 minutes (includes 1 minute to read the role card and 1 minute to read letter).

In this role-play, the candidate should demonstrate polite understanding behaviour and attempt to understand a problem and offer advice. Successful task completion is agreement on the next step in resolving the issue. Give instructions below in the LOTE. Give the candidate the role card. The candidate has one minute to read this role card, as it is more involved and may take a bit longer to absorb. The candidate should initiate the role-play.

"In this final role play, you will listen to a customer explain a problem and then offer advice. You will first have to understand the problem and will then consult relevant documentation to offer advice. Here are the role card and policy document. You have one minute to read them over before we begin."



Customer Role Card for Role-play 3: Understanding a situation and working to resolve it

Situation

You are a local resident who is at the police station seeking police help, after having previously reported noisy neighbours to the police.

Timeline

Two week-ends ago New neighbours moved in next to you. They are young and, possibly, students. They had a big party on that Saturday night, involving some shouting and loud music, which lasted until 3 am

Last week-end It happened again, twice, Friday and Saturday.

On **Friday night**: you reported it to the police and you think they came around because the noise stopped about an hour later (1 am).

On **Saturday night**: you were out late, so you are not exactly sure what happened that night. **However**, yesterday, you were speaking with another neighbour who heard another party at the same house on that Saturday night.

You are afraid that this is going to be a recurring problem, and are looking for advice from the police.

You are not willing to approach the problematic neighbours directly because of your low level of English.

You do not want to make waves in your new neighbourhood.

End the conversation when a next step has been agreed upon.

You are rated on:

- * Politeness and helpfulness
- * Efficiency and relevance
- * Obtaining the full back-story
- * Presenting accurate information
- * Accuracy of information obtained
- * Accuracy of language use